

RAHMA Client & Case Manager Job Opportunity

RAHMA Community Services is a social services initiative, operating under the Islamic Center of Greater Cincinnati for the past 3 years. RAHMA provides support services with 95% volunteer participation in the following areas:

- Family Sustainability (Employment, Education, Clothing & Food)
- Health & Care Support
- Counseling & Domestic Violence
- Social Support.

We are looking for a Client & Case Manager to organize and coordinate our Work Force Development Case Management initiative under the Family Sustainability Pillar (Program will be extended to cover other pillars over time). The ideal candidate will provide holistic and comprehensive case management services to all clients including: intake assessment, benefit assessment, goal setting, short & long-term case plan development, progress monitoring, education, advocacy and referrals.

Essential Responsibilities:

Client Intake - Assess client's needs through intake interviews and input all data into the Rahma Access Database system. Maintain a caseload of up to **30** active individuals/families at a given time. Make necessary contacts to confirm that all documents submitted on behalf of a client are valid.

Client Action Plan – Establish and communicate effectively a customized Action Plan with the client by setting schedules, coordinating services, arranging resources, including transportation and escort (if applicable). Connect families with needed and available community resources. Follow-up with clients and agencies as appropriate to document use/success of referral.

Client Progress Review - Monitor cases regularly by verifying clients' attendance; observing and evaluating progress; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support. Meet with clients weekly or bi-weekly for up to 12 months. For the first six months of a client's participation in the program, at least 80% of follow-up meetings should be held in-person rather than over the phone.

Reporting - Communicate clients' progress by conducting weekly/monthly meetings and evaluations; disseminating results and obstacles to the team.

Team Training & Development - Improve staff & volunteer competence by providing educational resources (including arranging for OBB Certifications), balancing work requirements with learning opportunities; evaluating the application of learning to changes in results. Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships. Adhere to policy, procedures and the professional code of ethics. Other duties as assigned by supervisor.

Qualifications:

Bachelor's degree in Social Work or related field.
At least 1 year of Case Management Experience.
Bi-Lingual – Must speak English & Arabic fluently.

Skills:

Proficiency in MS Access / Office.
Knowledge of community resources.
Experience in crisis management.
Good documentation skills.
Excellent written and verbal communication skills, ability to establish rapport.
Ability to motivate others towards achieving goals.
Ability to work independently with strong sense of focus, task-oriented, non-judgmental, open personal qualities with a clear sense of boundaries.
A strong sense of & respect for confidentiality involving both clients and fellow employees.
Ability to be culturally sensitive and appropriate and work in a variety of settings with culturally-diverse families and communities.

Expected Hours of Work

This is a part-time, contract position with hours of work and days being flexible between Monday through Friday, 9:00 a.m. to 4 p.m. Some weekends and evenings may be required depending on events and programs.

Travel

No regular travel is expected for this position however in case of training & development, maybe required to attend events such as workshops, classes & seminars as needed.

Other Duties

Please note this job description is not designed to cover an exhaustive / comprehensive list of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice but will remain within the overall scope of this position.

Submit Job inquiries to: info@cincinnatiislamiccenter.org



www.RahmaCGC.org



www.CincinnatiIslamicCenter.org