

CASE MANAGEMENT ASSISTANT (Integration and Wellness)

Case Management Assistants in Integration and Wellness support our extended case managers in services they provide to clients who require extended services (after the initial 90 days from their arrival to Spokane) due to substantial medical or financial needs.

Reports to: Integration and Wellness Case Manager

Responsibilities

Include some or all of the following:

- Transporting refugees and other immigrants to medical appointments, job interviews and other appointments
- Visiting refugees' homes for life skills coaching
- Researching community resources
- Calling service providers on behalf of clients
- Administrative duties such as copying & filing

Commitment

Hours per Week: 4-8 hours per week during normal business hours M-W, F, 8 am – 4 pm

Duration: 6+ months

Requirements

- Support of World Relief mission and values
- Sensitivity and openness to persons of culturally diverse backgrounds
- High degree of patience, understanding, organization, and flexibility
- Current driver's license and insurance coverage and willingness to drive others in your vehicle, including children
- Passage of criminal and driving background checks with Sterling Volunteers (cost \$35)
- Regular communication with Integration and Wellness staff
- Logging of volunteer hours and mileage as instructed by Volunteer Coordinator

Initial Training required of all World Relief Volunteers

- Complete **Volunteer Application** on the World Relief Volunteer Portal <https://worldrelief.powerappsportals.com/?wroffice=spokane>
- Complete **US Programs New Volunteer Orientation** (link on the Volunteer Portal)
- Attend **Local Volunteer Orientation** (1.5 hours)

Additional Role Specific Training

Complete the following online courses on *The Workshop* within the first two months of service: <https://worldrelief.thinkific.com/pages/world-relief-spokane>

- *Health Advocate* (duration 1 hour)
- *Navigating Friendships* (duration 1 hour)
- *Afghan Culture Guide* (optional, but highly encouraged)
- *Ukrainian Culture Guide* (optional, but highly encouraged, release soon)

*NOTE: Use Coupon Code: **wrspokane** to waive course fees when you register