CASE MANAGEMENT ASSISTANT (Reception and Placement)

Case Management Assistants in Reception and Placement (R&P) support our R&P case managers in services they provide to clients in the first 90 days post arrival to Spokane which seek to help refugees and other immigrants establish a new home in the United States. Services include reception at the airport, apartment set-up, connection to social services and Medicare, bus training, transportation to various medical and social service appointments, cultural orientation, school registration and orientation for children and more.

Reports to: Reception and Placement Case Manager

Responsibilities
Include some or all of the following:
• Transporting refugees and other immigrants to medical and social service appointments, and more
• Visiting refugees’ homes for life skills coaching
• 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, for 6 months or more

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 R&P 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
  o Navigating Friendships (duration 1 hour)
  o Afghan Culture Guide (optional, but highly encouraged)
  o Ukranian Culture Guide (optional, but highly encouraged, release May 2023)

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