

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>

- [Navigating Friendships](#) (duration 1 hour)
- [Afghan Culture Guide](#) (optional, but highly encouraged)
- [Ukrainian Culture Guide](#) (optional, but highly encouraged, release May 2023)

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