JEWISH FAMILY AND CHILDREN SERVICES

Job Description

Holocaust Survivor Support Program

Title: Full-Time Bilingual (Russian/English) Care Manager

PURPOSE

Provide assistance with Russian programming, intake calls and care management to older adult Holocaust Survivors in Greater Philadelphia.

RESPONSIBILITIES

- Provides Russian/English care management including:
  - Program eligibility screening;
  - Assistance to Care Navigator with Russian intake calls and wait list clients;
  - Assessments and documentation of clients' functionality and service need;
  - Assists clients with enrolling in/applying for benefits and services that will help clients continue to live safely at home;
  - Facilitation of COVID-specific programming, such as grocery delivery and Russian translation of client newsletter content;
  - Participates in one-on-one supervision with Director, departmental meetings and trainings;
  - Engages in networking and collaboration with community-based organizations and resources on behalf of clients;
  - Performs other duties as assigned by immediate supervisor as requested.

REQUIREMENTS

- Bachelor's degree required, Master's degree preferred
- Fluency in Russian and English required
- Ability to demonstrate strong working knowledge of community resources and benefits relevant to older adults and their family caregivers
- Ability to use Microsoft Office and Microsoft Office including Word, Excel, and Outlook

COMPETENCIES

- Ability to communicate effectively with a variety of audiences, adjusting message to fit listener to ensure understanding.

- Ability to establish good working relationships with other professionals and community agencies
- Ability to maintain confidentiality
- Demonstrate a positive demeanor and maintain professionalism at all times
- Ability to take on specialized tasks and manage them within the framework of his/her workload.
- Expected to use initiative in contributing to the service's development as well as his/her own.
- Ability to exercise independent judgment and good common sense in all situations
- Must be flexible and agile to be able to juggle tasks when special situations arise that demand attention

OTHER

- Holocaust Survivor Support Team is currently working remotely from home, but will resume in-home client visitation when it is safe, post-COVID-19.
- Must have a car available, a current driver's license and insurance coverage and the ability to drive throughout the Delaware Valley area. Must be willing and able to drive to and perform in-house visits with our clients.
- Driver's record must be free of citations.