



## **Disaster Case Worker**

### **Background:**

Disaster Case Management is a time-limited process by which a skilled Disaster Case Worker partners with a disaster-affected individual or family (Client) in order to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs.

### **Role of the Case Worker:**

The Disaster Case Worker serves as a primary point of contact, assisting the Client in coordinating necessary services and resources to address the client's complex disaster recovery needs in order to re-establish normalcy. The Client must play an active or lead role in his/her own recovery. The Disaster Case Worker reports to the Community Operations Manager. On behalf of Karidat, the case worker will serve individuals and families who are recovering from Super Typhoon Sinlaku on the islands of Saipan, Tinian and Rota.

### **Skills/Knowledge:**

- Knowledge of a disaster recovery case management curriculum;
- Able to maintain ethical conduct in accordance with organizational policy;
- Conduct business in a manner consistent with the mission, values, and policies of Karidat;
- Able to maintain high standards for protecting client information, sharing confidential information only as agreed upon by the client and as evidenced by a signed release form;
- Able to work calmly and effectively to resolve conflicts in sensitive situations; able to work collaboratively with others;
- Possess excellent communication skills both written and verbal;
- Have a valid driver's license and vehicle to be able to drive in all three islands
- Be organized and prepared for reports, meetings, briefings, and conversations with clients, staff and external partners;
- Able to work without close supervision on assigned duties, and be willing to seek and accept supervision as needed;
- Unquestioned confidentiality with sensitive financial and personal information;
- Possess no outside interest that may conflict with the organization's goals and objectives;
- Effective listening and interviewing skills;
- Cultural and linguistic competence relative to the population served;
- Maintain accurate documentation of client interactions and services;
- Ability to recognize and draw upon client strengths;
- Sensitivity to the needs of individuals and families in crisis;

- Awareness of the impact of the disaster on the community, and the individual;
- Interest in exploring options with clients, with respect for their autonomy;

### **Essential Functions:**

- Screen applicants promptly and responsively to identify urgency of need and direct individuals to appropriate services, providing accurate and timely information and referral;
- Perform intake interviews via phone and /or in person, linking survivors to resources for urgent needs;
- Conduct comprehensive, individualized, strengths-based, and culturally-responsive assessments of each client's disaster recovery needs and available resources;
- Engage each client to cooperatively participate in the development, implementation, and ongoing review of an individualized disaster recovery plan;
- Actively participating in long term recovery groups where such exists; and providing support and advocacy with governmental and non-governmental agencies and organizations when necessary.
- Monitor client progress toward recovery goals;
- Document using standardized forms and enter relevant information into the client registry in a timely manner;
- Provide continuity of client services through case transfer or case closure;
- Perform other duties as assigned

### **Qualifications:**

- High school diploma with two (2) years related experiences in working with individuals, disaster work preferred
- Knowledge of effective human service strategies and techniques
- A mature, stable personality with a capacity for warmth and openness to persons of varied backgrounds
- Ability to conduct public presentations
- Proficient in computer skills and online software platforms
- Must adhere to strict confidentiality statutes

### **Other Skills and Abilities**

Knowledge of standard office procedures including alphabetic and numeric filing, mail processing, and record keeping. Ability to meet deadlines by effectively planning, organizing and prioritizing work assignments while managing frequent interruptions.

### **Documents Required:**

- Completed application form
- Resume
- Copy of Diploma
- Police Clearance (within three months)
- Valid CNMI Driver's License