

# ***Holy Family Institute***

## ***Journey of Hope Program***

### ***Quality Case Records Specialist***

**Reports to:** Lead Quality Case Records Specialist

**Hours:** FT Position – 8am-4pm Monday through Friday

#### **General Statement of Duties:**

The primary role of this position is to assist with maintaining the records of the Unaccompanied Children (UC) in care as the intermediary between the archives and all the departments within the program. Part of the duties will include filing, auditing files, generating, scanning and uploading certain documents from different departments to the UC Portal (e.g. case management and clinical), and providing clerical support to other departments as needed. This person will also be responsible for ensuring that all the required documentation is present to close the master files, as well as making electronic copies of such, and making them available when third parties or internal parties request the files (e.g. ORR or another program requesting a file). As an intermediary, it is imperative for the staff in this role to be detail oriented, to be able to manage different files at the same time, to have good social skills, and the ability to work as part of a team.

Final approval for hire will be done by the Project Officer of the Office of Refugee and Resettlement which is a sub-agency of the Department of Health and Human Services of the federal government.

#### **Essential Functions:**

- File documents
- Audit master files
- Scan and upload documents to UC portal
- Ensure accuracy and completeness of documentation in order to close master file
- Make electronic copies
- Promote positive professional image of the agency through interpersonal interactions and appearance.
- Develop and maintain professional and supportive relationship with all agency staff, volunteers, local community members and outside contractors and vendors.
- Ability to passively physically restrain a child if necessary.
- Ability to verbally de-escalate children during a crisis situation.
- Capable of frequently climbing stairs and other activities that involve physical exertion
- Ability to drive a car or van.
- Must have flexible hours based on needs of program
- Attend required trainings and staff meetings

#### **Minimum Requirements**

- High School Diploma or GED, Bachelor's degree preferred. Must be at least 21 years of age, have a valid PA driver's license, have high attention to details, and have good verbal, written and oral communication skills. High degree of proficiency with Windows, MS Word, and Excel. Confidence working with technology. Act 33/34 and FBI clearances required. Fluency in Spanish and English (read, write and speak) preferred. EOE