WE'RE HIRING

Emergency Repatriation Center — RCMFSS Program

Global Logistics & Emergency Response Powered by AI · Mission-Focused. Human-Centered.

Case Management Lead

On call | Deploy anywhere in the United States

ResponseAI is seeking experienced Case Management Lead to support rapid emergency response and management, oversee case assignments and shift/site supervision, and coordinate with program management, federal and state agencies, and partners.

Education: Master's degree in Social Work, Psychology, Human Services, Public Health, or a related field.

Experience: 6+ years of case management experience, including at least 3 years supervising multidisciplinary case management teams during emergency human services or humanitarian response operations.

Responsibilities & Required Skills

- Lead multidisciplinary case management teams across multiple operational periods, shifts, and geographically dispersed sites during emergency activations and sustained response.
- Integrate case management with reception, reunification, behavioral health, transportation, logistics, and other support functions to coordinate service delivery.
- Rapidly assess issues, set priorities, and address operational risks, service gaps, and resource constraints to maintain continuity under compressed timelines.
- Monitor performance and service delivery metrics; implement and evaluate standard operating procedures, job aids, quality assurance measures, and corrective actions.
- Support operational planning, situation reports, executive briefings, and after-action improvements; adapt processes as conditions and mission requirements change.
- Apply comprehensive knowledge of federally funded human services, public benefits, and service delivery systems to assess needs, coordinate referrals, and connect clients with federal, state, tribal, territorial, local, and community resources.
- Demonstrate strong analytical, decision-making, communication, and organizational skills; use case management systems or learn Government-designated systems within 30 days.
- Develop Section 508-compliant reports, dashboards, and briefings; demonstrate proficiency in Microsoft Word, Excel, PowerPoint, Outlook, and Teams.

About RAI

Response AI Solutions, LLC (RAI) is a Global Logistics & Emergency Response small business and prime federal contractor headquartered in Northern Virginia, built on a combination of world-wide expeditionary logistics, human-centered case management, and emergency-tech powered by AI, including our own MCMS platform.

About the Repatriation Program

Established in 1935 under Section 1113 of the Social Security Act, the U.S. Repatriation Program provides temporary assistance to U.S. citizens and their dependents returned to the United States by the Department of State due to destitution, illness, war, or similar crisis abroad. The program is administered by ACF's Office of Human Services Emergency Preparedness and Response (OHSEPR).

1099 Compensation & Deployment

Activation: $65–$75/hr | **Training:** $55–$65

Must be able to deploy anywhere in the United States within 24 hours for up to 14 days.