



Position Opening: Immigrant Crime Victim Case Manager

MISSION

Driven by the Jewish value of welcoming the stranger, HIAS Pennsylvania provides legal, resettlement and supportive services to immigrants, refugees and asylum seekers from all backgrounds in order to assure their fair treatment and full integration into American society. HIAS Pennsylvania advocates for just and inclusive public policies and practices.

JOB DESCRIPTION

Job Title: Case Manager, Immigrant Victims of Crime Initiative
Supervisor: Supervising Attorney, IVOC Team
Salary: \$40,000 - \$44,250 annually, commensurate with experience
Desired Start Date: January 2019

General Position Description

HIAS Pennsylvania seeks a Case Manager to provide culturally and linguistically accessible direct social services to immigrant survivors of violence and serious crimes who are eligible for U-Visa consideration. The work is multi-faceted and includes:

Primary Responsibilities:

- Conducting initial intake interviews and needs assessment to address social services needs for each client and their immediate families, with special focus on
 - Educational goals planning
 - Developing financial literacy
 - Implementing guidelines for maintaining health & well-being of self & family/household
- Working in collaboration with IVOC Team's Accredited Representative, Paralegal and VOCA Program Coordinator
- Empowering clients by providing accurate information for clients and their families to access and utilize other community based social services programs and resources available for vulnerable members of immigrant communities
- Advocating for the needs of victims with medical providers, creditors, employers, landlord and various social service agencies with a goal towards self-sufficiency
- Facilitating referrals to other victim service programs and a range of services including legal assistance, mental health services, child care or school and educational program enrollment assistance, transportation assistance, and ESL classes
- Translating written materials for clients, as needed
- Collaborating with IVOC partner Victim Services agencies and other service providers

- Assisting clients' personal self-advocacy with health care providers
- Providing information about the criminal justice system as relates to each client's case
- Advocating for clients access to interpreter services and language services access
- Limited community outreach engagement
- Providing accompaniment, as needed, to medical appointments, Department of Welfare offices and other social service agencies
- Offering (rare but occasional) home visits for the most severely injured or non-ambulatory clients who may find themselves unable to come make office visit
- Engaging in ongoing grant compliance activities and data management
- Participating in Pennsylvania Commission on Crime and Delinquency (PCCD), diversity, and other appropriate trainings
- Developing and maintaining professional relationships with court liaisons, community groups, social service and agency employees
- Engaging in ongoing grant compliance activities, and daily client service data management.

Qualifications:

- Bachelor's degree (required)
- Fluency in Spanish – highly proficient verbal and written skills (required)
- Case management experience and experience serving vulnerable populations – 1 year minimum prior experience (required)
- Preference given to those trauma-informed and trained candidates with experience working with immigrants and/or survivors of crime
- Experience with a public interest advocacy organization preferred
- Passion for working in a diverse community
- Ability to navigate the emotional impact of serving trauma-affected clientele
- Excellent organizational and time management skills
- Ability to work independently/collaboratively
- Excellent oral and written communication skills
- Proficiency in Microsoft Office applications and database management (required)

HIAS PA encourages applicants with personal experience and/or connections to immigrant communities or victim services to apply.

HIAS Pennsylvania is an equal opportunity employer and does not discriminate against anyone on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, political affiliation or belief.

This is an exempt position; salary is commensurate with experience. Employment package includes comprehensive health care insurance coverage, 403(b) retirement account, and very generous paid holiday leave and vacation provisions.

If you are interested this position, please send a cover letter and resume via email in pdf form to Yvonne Leung at yleung@HIASPA.org. Position will remain open until filled.