JOB DESCRIPTION

Job Title: Immigrant Wellness Case Manager
Supervisor: Immigrant Wellness Program Manager

General Description: The Immigrant Wellness Program (IWP) Case Manager provides direct intensive case management to refugees, asylees and other immigrants who are experiencing barriers to their self-sufficiency.

Core Areas of Responsibilities:
Follow and implement the guidelines as outlined in the Preferred Communities grant, providing individualized intensive case management to program participants and maintaining up to date documentation including case notes and program forms.

Primary Tasks:
- Work one-on-one with clients to identify primary barriers to self-sufficiency and create an individualized plan to address those barriers. Provide regular intensive case management based on that plan.
  - Conduct the intake and enrollment of ICM clients, as well as case closure at the end of services.
  - Maintain monthly contact with clients via phone, in-office appointments and/or home visits.
  - Provide support to clients as needed to help them attain their goals. This might include conducting extended cultural orientation, advocating for clients with partner agencies, medical providers, schools, etc., providing accompaniment via public transit to off-site appointments, or other supports based on identified barriers and emergent needs.
  - Identify supportive community-services that clients can use as they move toward self-sufficiency. This includes collaboration with the Community Engagement Specialist to identify and match appropriate volunteers to support IWP clients.
- Ensure that program is run in compliance with all federal, program, and agency guidelines.
  - Maintain complete, thorough and timely case noting and reporting on the designated database system, per program and agency requirements;
  - Complete Quarterly Progress Reports, and Case Closure Reports on CTK Apricot;
  - Review closed case files and case notes, ensuring they are thorough and complete.
- Develop community partnerships to support the ongoing needs of the refugee communities being served.
  - Identify community-based services for refugees and asylees
- Build collaborations with other refugee-serving agencies in the city to amplify client integration, community-building, and opportunities for success.
- Conduct outreach to clients through participation in outside events and distribution of material within the community including ethnic and community affairs, ethnic churches and other sites frequented by immigrants and refugees.
- Maintain availability to respond to emergencies. Some evening and weekend hours will be necessary from time to time.

Additional Organizational Requirements:
- Use in-person and telephonic interpretation whenever needed to communicate effectively with clients.
- Actively participate in supervision, weekly case meetings and other department, agency, community and provider meetings, as needed.
- Identify and attend regular conferences and training opportunities as relevant for the work.
- Other duties as assigned by Immigrant Wellness Program Manager

Qualifications:
- College degree required. Social work experience or education preferred.
- Experience working with vulnerable populations required. Experience working with vulnerable immigrant populations strongly preferred.
- Case management or similar experience required.
- Fluency in relevant languages strongly preferred. Most needed languages are Swahili, Arabic, French, Tigrinya or Dari.
- Highly organized and strong time management skills.
- Ability to exercise sound judgments in decision making process.
- Ability to identify challenges and provide recommendations for solutions.
- Compassionate and able to work with a diverse caseload and staff.

Benefits: Employment package includes comprehensive health care insurance coverage, 403(b) retirement account, and very generous paid holiday leave and vacation provisions.

Compliance Statement: In the performance of their functions as detailed in the position description employees have an obligation to avoid ethical, legal, financial and other conflicts of interest to ensure that their actions and outside activities do not conflict with their primary employment responsibilities at the agency. Employees are also expected to understand and be in compliance with applicable laws and agency policies.

Statement of Non-discrimination: HIAS Pennsylvania is an equal opportunity employer and does not discriminate against anyone on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, disability, genetics, protected veteran status, political affiliation or belief, or any other characteristic protected by federal, state or local laws.

This is a full-time, exempt position.
To apply, send cover letter and resume in pdf form to Yvonne Leung, vleung@hiaspa.org.