



Job Opening: Part-time Dari/Pashto Refugee Case Aide

Start Date: Oct 2021

Department: Social Services--Refugee Resettlement Program

Supervisor: Refugee Resettlement Program Manager

Salary: \$16.48-19.78 /hour; 25 hours per week

Application Deadline: Monday, Oct 1st, at 11 pm

Background: Based on the tradition of “welcoming the stranger,” HIAS Pennsylvania provides legal 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.

Refugee resettlement is a humanitarian program designed to assist those who have been persecuted due to their race, religion, nationality, membership in a social group or political opinion, displaced from their home countries, and selected to come to the US through our federal US Resettlement program.

Position Description:

HIAS Pennsylvania seeks an energetic, compassionate, and detail-oriented case aide to support case management services for newly-arriving refugees, with a particular focus on serving Afghan evacuees. The Refugee Case Aide is a part-time (20-hr per week) position.

The core responsibilities of the Case Aide will include:

- Help newly arrived refugee clients fill out forms and applications. Accompany refugee clients to appointments including the benefits office, the social security office, and medical appointments. Assist clients with processes including opening a bank account, applying for a state ID, and purchasing a cell phone.
- Provide public transit and neighborhood orientations, helping clients work toward self-sufficiency by teaching them to navigate their new city independently.
- Assist with housing set-ups for newly-arriving refugees. This includes bringing donated household goods from HIAS PA’s storage unit to clients’ apartments, unpacking and setting up household goods, and ensuring that newly secured housing is clean and in an appropriate condition for move-in.
- Assist with airport pick-ups for newly arrived refugee clients.
- Provide cultural orientation workshops on a variety of topics related to life in the U.S. Topics may include financial literacy, U.S. laws, refugee status, housing, health, safety, and others.
- Keep thorough and accurate documentation of services in compliance with contractual requirements.
- Other duties as assigned by the Refugee Resettlement Program Manager.

Requirements:



- Experience in direct services with refugee, immigrant, or other vulnerable and/or multi-cultural populations is strongly preferred.
- Enthusiasm, persistence, and positive energy; compassion and patience.
- Comfort using public transportation is required. A valid driver's license is strongly preferred.
- The ability to work early morning, evening, and weekend hours.
- Outstanding attention to detail. Excellent organizational and time management skills.
- Ability to exercise sound judgment in decision-making.
- Dari and Pashto language skills are strongly preferred. Additional language skills will be considered, especially: Arabic, Swahili, Farsi, Urdu, Burmese, Ukrainian, Russian, or French.

Benefits: Employment package for part-time positions includes 403(b) employer contribution retirement account, and very generous paid holiday leave and vacation provisions.

This is a non-exempt position; salary is commensurate with experience and applicants who represent minority and marginalized groups are strongly encouraged to apply.

HIAS PA is working remotely for the foreseeable future but under normal circumstances HIAS Pennsylvania is a fast-paced environment. There is considerable traffic in the office and the work environment has a moderate amount of noise. The office functions as a team and staff members are asked to work both independently and collaboratively.

Statement of Non-Discrimination: *HIAS Pennsylvania is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation or gender identity, national origin, age, disability, marital status, veteran status, political affiliation or belief, or any other characteristic or classification protected by federal, state, or local law or regulation.*

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.

To apply, please send a cover letter and resume as attachments to Yvonne Leung, yleung@hiaspa.org. Applications will be accepted through Monday, October 1, and will be reviewed on a rolling basis until the position is filled. No phone calls, please.