



HIAS PA Refugee Resettlement Program

Job Opening: Housing and Community Engagement Case Manager (1-Year Contract)

Start Date: Late October / Early November 2021

Supervisor: Community Engagement Specialist

Position Type: Full-time, Temporary 12-month contract

Salary range: \$37,000-\$44,000

Application Deadline: Oct 25, 2021

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 Housing and Community Engagement Case Manager for newly-arriving refugees and asylees. This is a temporary one year position that will focus particularly on the needs of newly arrived Afghan refugees and parolees.

Core Responsibilities:

I. Community Engagement Support

- Work collaboratively with Development staff to track and acknowledge in-kind gifts & donations
- Support CES in onboarding and training new volunteers
- Field inquiries from general public and institutions about donating to or volunteering with HIAS PA
- Support outreach to potential community partner organizations, private institutions, universities and community groups for programmatic collaboration and support
- Work collaboratively with CES, Housing Manager, and In-Kind Donation Volunteers to manage in-kind household donations and keep up to date with emerging needs
- Assist CES with organizing community-facing events; World Refugee Day, Thankful Together, Community Advocacy Trainings



- Coordinate with volunteers, HIAS PA staff, and partner organizations to ensure clients receive deliveries of essential items in a timely manner
- Assist CES with managing volunteer CRM database, Better Impact
- Support monthly communications to volunteers and local religious congregations

II. Refugee Housing Support

- Assist with housing searches for newly arrived refugees. Conduct outreach with landlords, view apartments throughout the city, and book temporary stays in Airbnb apartments.
- Assist with housing set-ups for newly arrived refugees, transporting household goods from HIAS PA's storage unit to a family's apartment.
- Conduct housing orientation workshops to help clients learn to communicate with their landlord, and learn to recognize, understand, and pay their utility bills.
- Help refugee clients switch utility accounts from HIAS Pennsylvania to individual clients' names, and enroll clients in low-income utility programs as needed.
- Document and case note required services. Maintain tracking systems to ensure that rent and utility payments are submitted on time.
- Participate in a collaborative, team-based approach to refugee resettlement, assisting with other refugee resettlement activities as needed including airport pick-ups, appointment accompaniment, and general resettlement case management services.
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Requirements:

- Bachelor's degree preferred.
- Experience with refugee, immigrant, or other vulnerable and/or multicultural populations preferred.
- Experience in housing advocacy, community engagement, or community development encouraged.
- Enthusiasm, persistence, and positive energy; compassion and patience. Excellent communication skills.
- Comfort using public transportation and a valid driver's license. Ability and willingness to travel throughout the city and surrounding counties for apartment viewings and home set-ups.
- Outstanding attention to detail. Excellent organizational and time management skills.
- Ability to exercise sound judgment in decision-making.
- Language skills beyond English extremely helpful, especially Pashto, Dari/Farsi, Arabic, Swahili, French, Urdu, Burmese, Ukrainian, and/or Russian.
- This position requires the ability to work evening and weekend hours using a flex-time policy.



Non-discrimination statement: HIAS Pennsylvania is an equal opportunity employer and does not discriminate against anyone on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or beliefs.

Qualified applicants who represent minority and marginalized groups are strongly encouraged to apply.

Benefits: This is an exempt position; the salary is commensurate with experience. The employment package includes comprehensive health care insurance coverage, 403(b) employer contribution retirement account, and very generous paid holiday leave and vacation provisions. Diverse candidates are encouraged to apply.

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.

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.

To apply, please send cover letter and resume as attachments to Yvonne Leung, yleung@hiaspa.org by October 25. Note that the HIAS Pennsylvania social service team is hiring for multiple open roles. If you would like to be considered for more than one position, please indicate this in both your cover letter *and* the email you send with your application materials. Please also note that applications will be reviewed on a rolling basis until position is filled. No phone calls please.