



HIAS PA Refugee Resettlement Program
Job Opening: Afghan Parolee Assistance Case Manager (1 year contract)

Start Date: ASAP

Supervisor: Refugee Resettlement Program Manager

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

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

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 manager for newly-arriving refugees and asylees, with a particular focus on Afghan parolees who are eligible for refugee benefits under the Afghan Parolee Assistance (APA) Program. The overall goal is to help vulnerable clients become self-sufficient in their new communities by providing basic needs and a core group of services for the client’s first three months in the U.S.

The Case Manager is responsible for all aspects of social service delivery for parolee and refugee families. As Case Manager, the individual will assist families with a variety of basic needs services, including housing, public benefits, referrals to legal services, ESL classes, job programs, school enrollment, household budgets, public transit, banking and bills, medical care, and orientations. In addition, the case manager will advocate for clients as needed, helping them understand both their rights and obligations in our country.

Refugee Resettlement is a hands-on, detailed, and time-bound program. Case Managers are responsible for complete and thorough case noting and documentation of services provided.

Responsibilities

- Provide core case management services under Afghan Parolee Assistance Program’s federal government contract, assisting with client needs related to housing, transportation, healthcare, legal service coordination, and education over a three-month period.
- Assist clients with applications for public benefits, social security cards, state IDs, and other programs as appropriate.



- Develop and conduct cultural orientation workshops teaching clients about life in the U.S., including transportation, healthcare, housing, financial literacy, U.S. laws, cultural adjustment, and other topics.
- Track case deadlines and document all services in detail in case notes, physical files, and client tracking spreadsheets.
- Coordinate services across a collaborative team that includes employment, housing, health, legal, and education services.
- Other duties as assigned by the Refugee Resettlement Program Manager.

Requirements

- Bachelor's Degree required. Degree in social work, human services, sociology, urban studies, international relations, or other related field, or equivalent professional experience preferred.
- Experience in direct service with refugee, immigrant, or other vulnerable and/or multicultural populations required. Case management experience preferred.
- Enthusiasm, persistence, and positive energy; compassion and patience.
- Comfort using public transportation and a valid driver's license. Ability and willingness to travel throughout the city for airport pick-ups, home visits, and appointment accompaniments.
- Outstanding attention to detail. Excellent organizational and time management skills.
- Ability to exercise sound judgment in decision-making.
- Language skills beyond English extremely helpful, with a strong preference for Dari/Pashto. Additional preferred languages include 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. Case Managers should be available outside of normal work hours for occasional client emergencies.

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.

To apply, please send cover letter and resume to Yvonne Leung as attachments, yleung@hiaspa.org. 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.