



HIAS PA Refugee Resettlement Program
Job Opening: Refugee Case Manager or Senior Refugee Case Manager

Start Date: Early 2022

Supervisor: Refugee Resettlement Program Manager

Status: Full-time, exempt

Application Deadline: Applications will be accepted on a rolling basis, with preference given to candidates who apply by January 10

Salary Range for Case Manager: \$37,000-\$44,000

Salary Range for Senior Case Manager: \$45,000-\$51,000

Candidates will be considered for either the Case Manager or Senior Case Manager role based on level of relevant case management experience with immigrant/refugee populations.

Candidates with 1-5 years of relevant case management experience will be considered for Case Manager, and candidates with 6-10 years of relevant case management experience will be considered for Senior Case Manager. For Senior Case Manager candidates, MSW is strongly preferred.

Background: HIAS Pennsylvania supports low-income immigrants of all backgrounds as they build new lives in our community. Through immigration legal services and an array of social services, we work to address their needs, defend their rights, and advocate for their equitable inclusion in American society.

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. 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 a refugee's first three months in the U.S.

The Case Manager is responsible for all aspects of social service delivery for refugee families. As Case Manager, the individual will assist client families with a variety of basic needs services, including housing, public benefits, ESL classes, job programs, school enrollment, household budgets, public transit, banking and bills, medical care, referral for basic legal processes, 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 refugee resettlement program's federal government contract, assisting with client needs related to housing, transportation, healthcare, 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 newly arrived refugees 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 & wellness, 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. For Senior Case Manager position, MSW is strongly preferred.
- Experience in direct service with refugee, immigrant, or other vulnerable and/or multi-cultural populations required. For Senior Case Manager Position, 6-10 years of case management experience with vulnerable populations is required, and experience must include work with immigrant/refugee populations.
- 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.
- Strong computer skills, including Microsoft Office applications, with accuracy in data entry.
- Ability to exercise sound judgment in decision-making.
- Language skills beyond English extremely helpful, especially Arabic, Swahili, French, Pashto, Dari/Farsi, 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 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.

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

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

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.

How to Apply: Please send cover letter and resumes as attachments to Yvonne Leung, yleung@hiaspa.org. No phone calls please. Applications will be accepted on a rolling basis, with preference given to candidates who apply by January 10.