



Job Opening: Health Case Manager (1-Year Contract)

Start Date: February 2022

Department: Social Services—Immigrant Wellness Program

Supervisor: Immigrant Wellness Health Coordinator

Position Type: Full-time, 12-month Contract

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

Application Deadline: Accepted on a rolling basis, with preference given to candidates who apply by 1/31/2022

Organizational Mission:

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.

General Position Description:

The APA Health Case Manager will be responsible for managing all of the health care coordination for Afghan Placement & Assistance (APA) clients enrolled in eligible HIAS Pennsylvania programs. The APA Health Case Manager will ensure appropriate medical services for clients in compliance with PRM- and ORR-funded program requirements.

Responsibilities:

Direct Client Services:

- Ensure appropriate medical care for refugee and Afghan Parolee clients under Reception and Placement (R&P) program and Afghan Parolee Assistance Cooperative Agreements with PRM, including initial medical screenings, follow up appointments, referrals, insurance enrollment, and all relevant documentation.
- Coordinate and provide medical appointment accompaniment for newly arrived refugee clients. Respond to medical emergencies as needed, including after-hours emergency room or hospital visits for newly arrived refugee clients.
- Coordinate and provide Health Orientations for newly arrived refugees on topics including the U.S. healthcare system, health insurance, pharmacies and other health related topics.
- Use in-person and telephonic interpretation whenever needed to communicate effectively with clients.
- Ability and willingness to use public transit and travel throughout the city for health appointment accompaniment, clinic visits, etc.
- This position requires the ability to work evening and weekend hours using a flex-time policy.
- Other duties as assigned by Immigrant Wellness Program Manager or Health Coordinator

Partnership Coordination:

- Support the Immigrant Wellness Health Case Manager in coordinating refugee health clinics at the Penn Center for Primary Care (PCPC) and the Children's Hospital of Philadelphia (CHOP).



- Attend and participate in refugee resettlement team meetings to ensure close collaboration.

Qualifications:

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

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 belief.

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 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.

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. 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.