



## **JOB DESCRIPTION**

**Job Title:** Philly Neighbor Afghan Resettlement Program Case Manager  
**Supervisor:** Director of Social Services and Community Engagement Specialist  
**Status:** Full-time, 35 hours a week  
**Salary:** \$37,000-\$44,000  
**Application Deadline:** Open until filled

## **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.

## **Summary of Position:**

HIAS Pennsylvania supports refugees, asylees, and other immigrants who have been persecuted due to race, religion, nationality, membership in a social group or political opinion, displaced from their home countries, and approved to live and work in the US. HIAS PA provides resettlement services to Afghan Humanitarian Parolees (HPs) who evacuated from Afghanistan during the Operation Allies Refuge in late August 2021. The Philly Neighbor Afghan Resettlement Program (PNARP) is our pilot program to resettle additional Afghan HPs who are still at Safe Havens waiting to be resettled in local communities across the United States. The PNARP Case Manager will recruit, train, and mentor groups of between 5 and 10 people to provide resettlement services to 10 families or the equivalent of approximately 50 people for up to six months.

## **Essential Responsibilities:**

1. Recruit, train, and mentor groups of volunteers to provide resettlement services to Afghan evacuees.
2. Provide an orientation to groups of volunteers/sponsors; create and collect signed commitment statements from those who, after attending the orientation, are interested in becoming volunteer resettlement partners.
3. Collect criminal and child abuse background checks and clearances as well as proof of COVID vaccination from volunteer resettlement partners.
4. Orient/train volunteers on the following topics in partnership with and support from HIAS, Inc.: an overview of the resettlement process; coordinating airport pickup and providing basic emergency procedure training to the newcomers; finding a home or temporary housing while looking for permanent housing; furnishing the home; orienting the family to their new neighborhood; ensuring that work authorizations and social security cards are obtained for all HPs; enrolling all school-aged children in school; health care check-ups and enrollment in Medicaid; signing the HPs up for public

- benefits; providing cultural orientation; employment assistance; working with vulnerable populations; working with interpreters and how to access Language Line; ethical issues including confidentiality and conflicts of interest; creating communication channels and shared database among group members and with clients; documenting and case noting the services provided; finding resources
5. Introduce the group of volunteers to the HIAS PA *pro bono* paralegal and *pro bono* coordinating attorney to receive a brief overview of the legal needs of the Afghans.
  6. Upon completion of the training and receipt of all clearances, work on a resettlement plan with the groups of volunteers detailing the group members' roles and work divisions.
  7. Assign incoming Afghan evacuees to each group as soon as HIAS PA receives notice of an arrival.
  8. Check in with the groups of volunteers on a regular basis (bi-weekly or monthly) and provide support.
  9. Provide ongoing support to volunteer groups as needed.
  10. Develop exit surveys for volunteer groups and for clients to complete at the end of the six-month period regarding their experience for future use.

### **Qualifications:**

- **College degree required.** Social work/case management experience and/or education preferred.
- **Experience working with multicultural, diverse, or vulnerable populations, including refugees.**
- Excellent verbal and written communication skills in English required; ability to speak Dari and/or Pashto preferred.
- Ability to exercise sound judgment in decision-making practices. Ability to identify challenges and provide recommendations for solutions.
- Strong organizational and time management skills.
- Strong computer skills, including Microsoft Office applications, with accuracy in data entry.
- Committed to the mission, vision, and values of HIAS PA.
- **Valid driver's license required.**

### **How to Apply:**

Please send a cover letter and resume as attachments to Yvonne Leung at [yleung@hiaspa.org](mailto:yleung@hiaspa.org). No phone call, please.