Job Opening: Haitian Immigrant Relief Program Case Manager (1-Year Contract)

Job Title: Haitian Immigrant Relief Program Case Manager  
Supervisor: Director of Social Services  
Status: Full-time, temporary 12-month contract  
Salary: $37,000-$44,000  
Start Date: APRIL 2022

Mission:

HIAS Pennsylvania (HIAS PA) supports low-income immigrant 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.

Position Description:

In response to the crises that erupted in Haiti this summer, HIAS PA is creating an emergency Haitian Immigrant Relief Program (HIRP). The program will provide emergency case management for vulnerable Haitian individuals and families who are here in the Greater Philadelphia area. The HIRP Case Manager will provide two months of direct case management support per client to Haitians by assisting individuals and families with a variety of basic needs through making referrals to the legal and social services available in the community.

Core Responsibilities:

- Conduct intake to assess clients’ needs, barriers, strengths, and support systems, and use these to develop individualized service plans.
- Provide support to clients as needed based on the service plans by providing the necessary information, accompanying them to appointments, and making referrals internally or to other legal and social service providers in the community as appropriate.
- Evaluate clients’ progress and make adjustments as needed to improve outcomes.
- Work with the Community Engagement Specialist to coordinate in-kind donations and match appropriate volunteers for additional support and resources as available.
- Maintain regular contacts with clients via phone, video conferencing tools, and/or home visits.
- Maintain complete, thorough, and timely case notes on LawLogix, the database system that HIAS PA uses.
- Research, identify, and build community resources and foster partnerships with other agencies and stakeholders in the community as needed.
- Other duties as assigned by the Director of Social Services.
Qualifications:

- College degree required. Degree in social work, human services, sociology, international relations, or other related field, or equivalent professional experience preferred.
- Experience in providing direct services to refugees, immigrants, or other vulnerable and/or multicultural populations required.
- Enthusiasm, persistence, positive energy, compassion, and patience.
- Comfort using public transportation and/or a valid driver’s license. Ability and willingness to travel throughout the city for home visits or appointment accompaniments.
- Ability to work independently and exercise sound judgment in decision-making.
- Language skills: native fluency in Haitian Creole strongly preferred.

Non-Discrimination Statement:

HIAS PA is an equal opportunity employer and does not discriminate against anyone on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, political affiliation, or belief. 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.

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 currently permitting most staff to choose whether to work in office or remotely but encourages all who feel comfortable to work in the office. All staff, interns, volunteers, and visitors to the HIAS PA offices are required to be fully vaccinated against COVID-19. Effective April 1, 2022, all eligible staff will be required to also have received booster shots for protection against COVID-19. The office functions as a team and staff members are asked to work both independently and collaboratively.

How to Apply:

Please send a cover letter and resume in PDF format to Courtney Craig at ccraig@hiaspa.org. No phone calls, please.