



Job Opening: Asylee Outreach Program Case Manager

Job Title: Asylee Outreach Program (AOP) Case Manager
Supervisor: Program Director, Asylee Outreach Program (AOP)
Status: Full time, exempt
Salary: \$37,000 - \$44,000 (commensurate with experience)

To Apply: Please send a cover letter and resume in **PDF format** to humanresources@hiaspa.org. Please make the title of the position that you are applying for the subject of your email. **No phone calls, please.**

Organizational 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.

Program Background: The Asylee Outreach Program (AOP) provides social and legal services to the following populations recognized by the Office of Refugee Resettlement (ORR): Individuals Paroled as Refugees or Asylees; Refugees (resettled refugees); Asylees whose status was granted; Cuban and Haitian Entrants; Lawful Permanent Residents provided the individuals previously held one of the statuses identified above; Certain Amerasians from Vietnam who are admitted to the United States as immigrants; Iraqi and Afghan Special Immigrants; Victims of a Severe Form of Trafficking per the Victims of Trafficking and Violence Protection Act of 2000; Time-limited Afghan Special Immigrant Parolees; Special Immigrant Conditional Parolees; Humanitarian Parolees; as well as Ukrainian Humanitarian Parolees and foreign nationals who last habitually resided in Ukraine.

The program provides a variety of legal and social services designed to set clients on a road to self-sufficiency. The program helps them to secure necessary documentation, public support, healthcare, employment, educational opportunities and connecting them to necessary resources. In addition, we provide legal representation to reunite clients with their families, adjust status to permanent residence, and seek work authorization among other legal matters.

Position Description: The AOP Case Manager provides direct case management support to the ORR-eligible populations (listed above) who are experiencing barriers to their self-sufficiency.



Responsibilities:

- Work one-on-one with clients to provide initial assessment; identify primary barriers to self-sufficiency; create an individualized service plan to address those barriers; provide case management services based on that plan; conduct case closure at the end of services.
- Make referrals to other services and programs within the agency and/or other community based services as applicable.
- Accompany clients via public transit to off-site appointments, or other supports based on identified barriers and emergent needs;
- Maintain regular contact with clients via phone, in-office appointments, or online communication platforms.
- Maintain complete, thorough, and timely case noting and reporting on the designated database system, per program and agency requirements.
- Organize and facilitate at least three self-sufficiency workshops per year on various topics such as homeownership, financial literacy, healthcare, or taxes;
- Collaborate with service providers, community organizations, and government agencies to identify service gaps and ensure maximum impact with limited resources; and
- Advocate against structural barriers in government systems that hinder self-sufficiency.

Additional Organizational Requirements:

- Use in-person and telephonic interpretation whenever needed to communicate effectively with clients.
- Actively participate in supervision, weekly case meetings, and other department, agency, community, and provider meetings as needed.
- Identify and attend regular conferences and training opportunities as relevant for the work.
- Other tasks as assigned by the Director of Asylee Outreach Program.

Qualifications:

- Bachelor's degree;
- Well-developed interpersonal skills and the desire to serve diverse populations; Prior experience with case management strongly preferred;
- Strong written and oral communication, critical thinking, and creative problem-solving;



- Ability to communicate effectively through a 3rd party interpreter required. Fluency in Spanish, Swahili, Urdu, French, Arabic, Ukrainian, Dari, Pashto, or other relevant languages preferred, but not required.
- Proficiency in Microsoft Office applications, database management and internet; Excellent organizational and time management skills;
- Ability to work in a team and with diverse professionals and human service workers; Ability to pay close attention to detail;
- Comfortable and willing to travel throughout Philadelphia via public transportation; and
- Valid driver's license required.

Benefits:

This is an exempt position. Salary is commensurate with experience. 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 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 applications are considered who represent minority and marginalized groups are strongly encouraged to apply.