



Job Opening: Employment Case Manager

Job Title: Employment Case Manager
Supervisor: Employment Program Manager
Status: Full-time, 35 hours a week
Salary: \$37,000-\$44,000
Application Deadline: Rolling basis

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 (HIAS PA) 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. Through our Matching Grant (MG) and Refugee Career Pathways (RCP) employment programs, we help clients become self-sufficient in their new communities by providing basic needs and a core group of services. The **Employment Case Manager** provides direct employment support services in cooperation with other social service staff, interns, in-kind/community volunteers, and external partners.

Responsibilities:

The Employment Case Manager will support clients through direct employment services enrolled in MG and RCP employment programs by performing these roles:

- Conduct intake and enrollment for eligible populations and provide orientation, maintenance assistance, and on-going case management services throughout the program service period.
- Assist enrolled individuals in developing a self-sufficiency plan focused on reasonable career goals and action steps to achieve those goals, to be assessed at least monthly.
- Support clients in all activities aimed at securing employment, which may include

- completing job applications, preparing for interviews, creating resumes, accompanying or transporting clients to interviews, and other activities.
- Conduct individual or group workshops on employment-relevant topics such as Conducting a Job Search, Workers' Rights, American Workplace Norms and Employer Expectations, or Financial Literacy.
- Refer clients to appropriate ESL classes or other training until they gain full employment.
- Provide accurate information and referrals for clients to utilize other social service programs, both during and beyond the Resettlement and MG periods.

The Employment Case Manager works with the Employment Program Manager to ensure that all MG and RCP services are in compliance with the program rules and HIAS PA norms. This includes:

- Provide all direct client services in a culturally and linguistically appropriate manner, according to agency policies and procedures.
- Maintain detailed case notes and records of services provided.
- Maintain case files for each enrolled refugee and asylee in accordance with the Office of Refugee Resettlement (ORR) program guidelines.

Other Organizational Requirements:

- Identify ongoing needs of the refugee and immigrant communities being served and advocate on behalf of clients throughout the Philadelphia community.
- Actively participate in weekly case meetings with the Resettlement team and other department, agency, and community provider meetings as needed.
- Other duties as assigned by the Employment Program Manager.

Qualifications:

- Bachelor's Degree in a related field, with experience in employment support services or with immigrant populations preferred.
- Comfortable and willing to travel throughout Philadelphia via public transportation.
- Excellent verbal and written communication skills in English required.
- Ability to work with a multicultural caseload and ethnically diverse staff.
- Ability to communicate effectively through a 3rd party interpreter, or willingness to learn, required. Fluency in Swahili, Urdu, French, Arabic, or other relevant language preferred, but not required.
- Ability to exercise sound judgment in decision-making practices. Ability to identify challenges and provide recommendations for solutions.
- Strong organizational and time management skills. Attention to detail is essential for case management, maintaining accurate case files, and reporting.
- 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 in **PDF format** to humanresources@hiaspa.org. **No phone calls, please.**

Benefits:

This is an exempt position. Employment package 403(b) employer contribution retirement account, and very generous paid holiday leave and vacation provisions. Diverse candidates are encouraged to apply.

HIAS Pennsylvania is an equal opportunity employer and does not discriminate against applicants or employees on the basis of race, color, religion, gender, sexual orientation or identity, national origin, age, disability, political affiliation or belief, or veteran status. It is our policy to provide reasonable accommodation to qualified individuals with disabilities.

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.