



**HIAS PA Refugee Resettlement Program
Job Opening: Housing Case Manager**

Start Date: March 2023

Supervisor: Refugee Resettlement Program Manager

Status: Full-time, exempt

Salary Range for Case Manager: \$50,000 - \$52,000

Application Instructions: 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.

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.

Refugee resettlement is a humanitarian program designed to assist those who have been persecuted due to their race, religion, nationality, membership of a particular social group, or political opinion, displaced from their home countries, and selected to come to the U.S. through the federal US Refugee Admissions Program (USRAP).

Position Description:

HIAS Pennsylvania seeks an energetic, compassionate, and detail-oriented housing case manager for newly-arriving refugees, and Special Immigrant Visa (SIV) holders.

The core responsibilities of the Housing Case Manager will include:

- In collaboration with the Housing Coordinator, assist refugee clients in their search for permanent housing. Accompany clients to apartment viewings and lease signings.
- Develop and conduct housing orientation workshops. Help refugee clients learn to communicate with their landlord, and learn to recognize, understand, and pay their utility bills.
- Conduct home visits to ensure newly arrived refugees are safe and comfortable in their new home, and to teach them how to safely use door and window locks, appliances, plumbing, and fire safety devices.
- Help refugee clients switch utility accounts from HIAS Pennsylvania to individual clients' names, and enroll clients in low-income utility programs as needed.
- Set up apartments for newly-arriving refugees in collaboration with volunteer teams. Assist the Housing Coordinator and Community Engagement Specialist with managing HIAS PA's in-kind donations.
- Navigate the Airbnb website to secure temporary housing, communicate with hosts, and internally track all bookings.
- Educate and/or advocate for clients as needed to address/resolve any housing issues experienced in the initial 90-day service period.
- Maintain meticulous records of clients' housing needs and services, including creating and updating tracking spreadsheets, writing case notes in the database, and updating physical and



electronic case files. This includes ensuring that housing-related documents such as lease copies and utility enrollment forms are organized and up to date in case files.

- Participate in a collaborative, team-based approach to refugee resettlement, assisting with other refugee resettlement activities as needed including airport pick-ups, appointment accompaniment, and general resettlement case management services.
- Other duties as assigned by the Refugee Resettlement Program Manager and the Housing Coordinator.

Requirements:

- Bachelor's degree preferred. Degree in social work, public health, urban studies sociology, international relations, or other related field, or equivalent professional experience preferred.
- Experience in direct service with refugee, immigrant, or other vulnerable and/or multi-cultural populations strongly preferred.
- Enthusiasm, persistence, and positive energy; compassion and patience. Excellent communication skills.
- Ability to exercise sound judgment in decision-making.
- Comfort using public transportation and a valid driver's license. Ability and willingness to frequently travel throughout the city of Philadelphia and surrounding counties for client meetings, apartment viewings, and home set-ups. Willingness to transport refugee clients and accompany them on public transportation.
- Outstanding attention to detail. Excellent organizational and time management skills.
- Language skills beyond English extremely helpful, especially Spanish, Pashto, Dari/Farsi, Arabic, Swahili, French, Urdu, Burmese, Chinese, Ukrainian, and/or Russian.
- This position requires the ability to work evening and weekend hours using a flex-time policy. Case Managers should be available outside of normal work hours for occasional client emergencies.
- Fully vaccinated against COVID-19.

Non-discrimination Statement: HIAS Pennsylvania is an equal opportunity employer and does not discriminate against anyone based on race, color, religion, sex, national origin, age, disability, political affiliation, or beliefs.

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.