



Refugee Case Manager or Senior Refugee Case Manager

Start Date: August 2023

Supervisor: Refugee Resettlement Program Manager

Status: Full-time, Exempt

Location: Philadelphia, PA (HYBRID)

Salary Range for Case Manager: \$50,000 - \$52,000 (commensurate with experience)

Salary Range for Senior Case Manager: \$51,000 - \$56,000 (commensurate with experience)

Application Deadline: Accepted on a rolling basis, with preference given to candidates who apply by **8/1/2023**.

HIAS Pennsylvania's 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.

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 case manager for newly-arriving refugees and asylees. The overall goal is to help vulnerable clients become self-sufficient in their new communities by providing basic needs and a core group of services for a refugee's first three months in the U.S.

The Case Manager is responsible for all aspects of social service delivery for refugee families. As Case Manager, the individual will assist client families with a variety of basic needs services, including housing, public benefits, ESL classes, referral for employment services, school

enrollment, household budgets, public transit, banking and bills, medical care, referral for legal services, and orientations. In addition, the case manager will advocate for clients as needed, helping them understand both their rights and obligations in our country.

Refugee Resettlement is a hands-on, detailed, and time-bound program. Case Managers are responsible for complete and thorough case noting and documentation of services provided.

Core Responsibilities:

- Provide core case management services under refugee resettlement program's federal government contract, assisting with client needs related to housing, transportation, healthcare, and education over a three-month period.
- Assist clients with applications for public benefits, social security cards, state IDs, and other programs as appropriate.
- Develop and conduct cultural orientation workshops teaching newly arrived refugees about life in the U.S., including transportation, healthcare, housing, financial literacy, U.S. laws, cultural adjustment, and other topics.
- Track case deadlines and document all services in detail in case notes, physical files, and client tracking spreadsheets.
- Coordinate services across a collaborative team that includes employment, housing, health & wellness, and education services.
- Other duties as assigned by the Refugee Resettlement Program Manager.

Qualifications:

- Bachelor's Degree required. Degree in social work, human services, sociology, urban studies, international relations, or other related field, or equivalent professional experience preferred. MSW preferred.
- Experience in direct service with refugee, immigrant, or other vulnerable and/or multi-cultural populations required.
- Enthusiasm, persistence, and positive energy; compassion and patience.
- Comfort using public transportation and a valid driver's license. Ability and willingness to travel throughout the city for airport pick-ups, home visits, and appointment accompaniments.
- Outstanding attention to detail. Excellent organizational and time management skills.
- Strong computer skills, including Microsoft Office suite, with accuracy in data entry.
- Ability to exercise sound judgment in decision-making.
- Language skills beyond English extremely helpful, especially Arabic, Swahili, French, Spanish, Pashto, Dari/Farsi, Urdu, Burmese, 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.

Other Information: HIAS PA is currently working on a hybrid work model. HIAS Pennsylvania requires all staff to be fully vaccinated against COVID-19 with the exception of those who have approved medical or religious belief exemptions.

Why Join the HIAS PA Team?

- **Competitive salary commensurate with experience**
- **Exempt position with a 35-hour work week**
- **Employment package includes company-paid comprehensive health insurance coverage.**
- **403(b) Retirement account with employer contribution**
- **Generous Time Off including Vacation, PTO, & Paid Holidays**
- **Company-paid life insurance, short-term and long-term disability insurance**

How to Apply:

HIAS Pennsylvania is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, gender identity, sexual orientation, age, marital, veteran or disability status, political affiliation, or beliefs. We believe that diversity enriches our organization and helps us to fulfill our mission. All qualified applicants, including those who represent minority and marginalized groups, are strongly encouraged to apply.

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. If you would like to be considered for more than one open option position please indicate so in your email and cover letter. No phone calls, please.