Health Case Manager

Start Date: August 2023  
Department: Social Services - Immigrant Health & Wellness Program (IHWP)  
Supervisor: Immigrant Wellness Health Coordinator  
Status: Full-time, Exempt  
Location: Philadelphia, PA (HYBRID)  
Salary: $50,000-$52,000 (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.

Position Description: The Health Case Manager will be responsible for managing all of the health care coordination for newly arrived refugees enrolled in HIAS Pennsylvania’s Reception and Placement program. The Health Case Manager will ensure appropriate medical services for clients in compliance with PRM- and ORR-funded program requirements.

Core Responsibilities:

Direct Client Services:

● Ensure appropriate medical care for refugee clients under Reception and Placement (R&P) program cooperative agreements with PRM, including initial medical screenings, follow up appointments, referrals, insurance enrollment, and all relevant documentation.
● Coordinate and provide medical appointment accompaniment for newly arrived refugee clients.
● Respond to medical emergencies as needed, including after-hours emergency room or hospital visits for newly arrived refugee clients.
● Coordinate and provide Health Orientations for newly arrived refugees on topics including the U.S. healthcare system, health insurance, pharmacies and other health related topics.
● Use in-person and telephonic interpretation whenever needed to communicate effectively with clients.
● Ability and willingness to use public transit and travel throughout the city for health appointment accompaniment, clinic visits, etc.
- This position requires the ability to work evening and weekend hours using a flex-time policy.
- Other duties as assigned by Immigrant Wellness Program Manager or Health Coordinator.

**Partnership Coordination:**
- Support the Immigrant Wellness Health Coordinator in coordinating refugee health clinics at the Penn Center for Primary Care (PCPC) and the Children’s Hospital of Philadelphia (CHOP).
- Attend and participate in refugee resettlement team meetings to ensure close collaboration.

**Qualifications:**
- College degree required. Public health or social work experience and/or education preferred.
- Experience working with vulnerable populations required.
- Experience working with vulnerable immigrant populations strongly preferred.
- Fluency in relevant languages is strongly preferred. Most needed languages are Swahili, Arabic, French, Spanish, Tigrinya, Burmese, Dari, or Spanish.
- Highly organized and strong time management skills.
- Ability to exercise sound judgments in decision-making.
- Ability to identify challenges and provide recommendations for solutions.
- Compassionate and able to work with a diverse caseload and staff.

**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.