



Immigrant Wellness Case Manager (12-month contract)

Start Date: September 2023

Department: Social Services - Immigrant Health and Wellness Program (IHWP)

Supervisor: Immigrant Health and Wellness Program Manager

Status: Full-time, Exempt, 12-month contract

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 Immigrant Wellness Case Manager provides direct case management support to refugees, asylees and other immigrants who are experiencing barriers to their self-sufficiency. The Immigrant Wellness Case Manager will follow and implement the guidelines as outlined in the Preferred Communities grant, providing individualized and group support to program participants and maintaining up to date documentation including case notes and program forms.

Core Responsibilities:

- Work one-on-one with clients to identify primary barriers to self-sufficiency and create an individualized plan to address those barriers. Provide regular case management based on that plan.
 - Conduct the intake and enrollment of intensive case management (ICM) clients, as well as case closure at the end of services.
 - Maintain monthly contact with clients via phone, in-office appointments and/ or home visits.
 - Provide support to clients as needed to help them attain their goals. This might include conducting extended cultural orientation, advocating for clients with partner agencies, medical providers, schools, etc., providing accompaniment via public transit to off-site appointments, or other supports based on identified barriers and emergent needs.

- Identify supportive community-services that clients can use as they move toward self-sufficiency.
- Ensure that programs are run in compliance with all federal, program, and agency guidelines.
 - Maintain complete, thorough and timely case noting and reporting on the designated database system, per program and agency requirements;
 - Complete Quarterly Progress Reports, and Case Closure Reports on Apricot;
 - Review closed case files and case notes, ensuring they are thorough and complete.
- Refer clients to community resources and partnerships to support the ongoing needs of the refugee communities being served.
 - Identify community-based services for refugees and asylees
 - Build collaborations with other refugee-serving agencies in the city to amplify client integration, community-building, and opportunities for success.
- Maintain availability to respond to emergencies. Some evening and weekend hours will be necessary from time to time.

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 duties as assigned by Immigrant Health and Wellness Program Manager.

Qualifications:

- College degree required. Social work experience and/or education preferred.
- Experience working with vulnerable populations required. Experience working with vulnerable immigrant populations strongly preferred.
- Case management or similar experience required.
- Language skills beyond English extremely helpful, especially Arabic, Swahili, French, Spanish, Pashto, Dari/Farsi, Urdu, Burmese, Ukrainian, and/or Russian.
- 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.