



Job Announcement Case Manager- Hartford

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in New Haven CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. We have been working in Greater New Haven for 40+ years, and over the past few years we have been expanding into Greater Hartford. We will be opening an office in Hartford by the fall of 2021 and are hiring a team who will focus on serving clients in Hartford. The Case Manager (CM) will be part of that team.

General Description

During the first year of operation, the Case Manager (CM) will be the main reference person for refugees (ORR eligible clients) living in the greater Hartford area. The case manager will provide services to newly arriving clients (R&P) as well as those who have been in the United States for a longer period of time (RSS, WFTC). Services will include accessing public benefits, community orientation, connection to local resources, home visits, referrals and ongoing support. The CM provides essential services and aims to support client self-sufficiency as much as possible. The CM ensures that all federal program requirements are adhered to. This role is likely to evolve as IRIS continues to expand in Hartford over the next few years.

The ideal candidate knows Hartford well and has previous experience working with refugees or other recent immigrants.

Due to the COVID-19 pandemic, the IRIS office in New Haven is currently open by appointment only. We continue to take precautions and work remotely when it is feasible. However, it is expected that the CM will also provide services in person as needed and especially once the Hartford office is open. **It is essential that the person hired for this position be vaccinated against COVID-19 and comfortable coming into contact with other people.**

We aim to fill the position by September 1, 2021.

Essential Duties and Responsibilities include:

Services for new arrivals include:

- Prepare for newly arriving refugee families and individuals
- Welcome newly arriving refugees upon arrival
- Clearly communicate IRIS and federal policies and procedures
- Conduct at least three thorough home visits with each client to ensure safety and well-being (and organize interpretation services if necessary)
- Maintain frequent contact with clients to ensure their basic needs (housing, food, clothing, etc.) are addressed
- Provide community and cultural orientation
- Assist clients in accessing appropriate external services and public benefits, including from Social Security Administration and Department of Social Services
- Communicate and coordinate closely with other IRIS staff who provide services such as housing, English language learning, childcare, education, health care, employment, and immigration legal services

- Help refugees develop a service plan and household budget, and encourage them to work towards self-sufficiency and early employment
- Conduct interviews and assessments of knowledge and skills with each adult client at end of R&P period
- Maintain case notes and files, including documentation, financial expenditures, reports of client outcomes, and evidence of client self-sufficiency
- Other related tasks as assigned

Services for RSS and WFTC clients include:

- Help clients develop a self-sufficiency plan.
- Advise clients about their eligibility for programs such as SSI, Access Health, SNAP, Refugee Cash Assistance (RCAs), Temporary Family Assistance (TFA), Energy Assistance and Operation Fuel. On request, assist clients who appear to be eligible with applications and reviews for these programs.
- Help clients renew their DSS benefits and report changes as needed
- Assist clients with issues related to their housing/leases such as understanding lease renewal/end, obtaining security deposits, communicating with landlords to resolve maintenance issues and disputes with neighbors. These services are provided when the client cannot manage these things independently. In rare cases, approved by the SDP, the CM may help clients look for housing and co-sign a lease on IRIS' behalf.
- Help clients resolve issues related to utilizes such as missing bills, opening new accounts/changing accounts, shut off notices.
- Initiate referrals for appropriate clients to other IRIS programs, such as Diaper Bank, Supportive Therapy, and Preferred Communities Intensive Case Management
- Assist clients participating in Jobs First Employment Services (JFES) program to provide ongoing verification of activities to their JFES worker.
- Make available information about opportunities to apply for subsidized housing.
- Make available information about the obligation to file income tax returns and about free income tax preparation assistance.
- Facilitate repayment of refugee travel loans by teaching clients how to make payments, requesting deferment or reduction of payments when necessary, and reporting changes of address to EMM and CWS. Assist permanently disabled clients and families of deceased clients to request forgiveness of travel loans.
- Help clients who are relocating understand and fulfill their responsibility to communicate their change of address (to USPS, USCIS, DSS, employers, banks, etc.), to stop and/or start utility accounts, and to pay final bills.
- Assist clients to obtain new documents (such as social security cards) if lost and to obtain copies of documents such as birth certificates, death certificates and police reports
- Assist clients to resolve issues with free phones that no longer work
- Assist clients to understand their obligations related to jury duty, traffic tickets, car accidents and other similar situations upon request
- Assist clients to complete the American Communities Survey upon request
- Provide clients with information about and referrals to other service providers as required or requested.
- Maintain case files and/or other records of services provided. Provide clients with copies of documents kept in their case files upon request.

Requirements

Candidates must be vaccinated against COVID-19 and comfortable coming into contact with other people.

Candidates must have:

- Knowledge of the city of Hartford and Greater Hartford (neighborhoods, bus routes, medical providers, schools, social services, communities)

- Ability to troubleshoot and problem solve, to juggle multiple commitments and shifting schedules, to effectively manage time and to make informed and effective decisions
- Ability to connect clients of diverse backgrounds, to establish a rapport of trust and partnership
- Ability to enforce boundaries, limits and IRIS policies
- Ability to comply with to complex administrative requirements
- Good oral and written communication skills in English
- Experience and comfort using basic computing and spreadsheet software (Word, Excel, Google Docs)
- A commitment to anti-racism and IRIS' mission
- Ability to come to IRIS' New Haven office on a regular basis

Ideal candidates will have:

- Case management or social work experience
- Experience working with refugees and knowledge of the USRAP refugee resettlement program
- Experience working with interpreters
- Experience with applications for SNAP, TFA, HUSKY, social security cards
- Ability to speak Arabic, Dari, Farsi, French, Swahili or Pashto

Salary: \$43,000

Benefits include: vacation (3 weeks/year), personal days (3 days/year), holidays per IRIS schedule, sick leave
Health, vision, dental, life, and disability insurance
Eligible for 403b retirement plan after one year of service

To apply, send an email to humanresources@irisct.org with the following:

- A subject line that says "Case Manager"
- A cover letter
- An attached resume including three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled.