

Case Manager (post-arrival)

IRIS (Integrated Refugee & Immigrant Services, Inc., www.irisct.org) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, 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. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

IRIS is looking for a Case Manager, based in the New Haven office, who will work with refugee clients who have already been resettled to support ongoing needs. This is a full time, salaried position.

General Description

The Case Manager (CM) provides services to refugee clients enrolled in Refugee Support Services or Wilson-Fish programs, from the time they complete the 90-day initial resettlement period through up to five years after their arrival in the United States. These clients may include parolees, asylees and secondary migrants as well as refugees, SIV holders and Afghan humanitarian parolees. The CM provides essential services and aims to support client self-sufficiency as much as possible. Common tasks include support with TANF, SNAP and HUSKY renewals, communication with landlords and about rental payments and moves, support with Energy Assistance applications, provision of information and referrals to various community services.

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

Essential Duties and Responsibilities include:

- Help clients develop a self-sufficiency plan. As of Oct 1, 2021 this is required for all clients enrolled in employment services via Refugee Support Services or Wilson-Fish TANF Coordination programs. This plan must be revised every 6 months.
- 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
- Maintain case files and/or other records of services provided.

Requirements

Candidates must have:

- At least 2 years of case management experience or personal experience of refugee resettlement and 5 years of other professional experience
- Professional or personal experience with TANF, SNAP, HUSKY, SSI applications in Connecticut
- Strong understanding of culturally sensitive case management, commitment to anti-racism and the mission of IRIS
- Ability to work collaboratively with multiple people and programs within IRIS
- Ability to adhere to policy limits and professional boundaries
- Ability to troubleshoot and overcome unexpected challenges
- Ease using Google Workspace
- Ability to serve clients at the IRIS office in New Haven, at their homes or remotely, as needed
- Fluency in written and spoken English

Ideal candidates will have:

- Strong knowledge of U.S. refugee resettlement program
- Ability to speak Arabic, Dari, Farsi, (Ki)Swahili or Pashto

Compensation: \$43,000 annually

Benefits: Health, vision, dental insurance. Life insurance. Short- and long-term disability insurance.

Vacation (3 weeks / year), Personal days (3 days/ year), sick leave (12 days/ year), holidays per IRIS schedule (currently 12 days/ year).
403b retirement plan after 1 year of employment

To apply, send an email to Senior Director of Programs, at humanresources@irisct.org as soon as possible with the following:

- A subject line that says “Case Manager”
- A cover letter
- An attached resume

Applications will be reviewed in the order they are received and until the position is filled.