

Job Announcement
R&P Case Manager
Full-time

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 new refugee arrivals providing the essential services they need in their first 90 days in order to get off to a good start in the United States. This is a full-time, salaried position.

General Description

Operating within the Reception & Placement (R&P) requirements of the federal refugee resettlement program, the Case Manager will join a dedicated team in providing case management services to hundreds of refugees and SIVs each year.

The Case Manager will welcome refugee clients upon arrival, meet with clients frequently during their first 90 days to ensure that their basic needs are met and that they are adjusting well to life in their new community, and help clients make progress towards becoming self-sufficient. The job is primarily direct service with refugee clients. Compliance with administrative requirements is also essential.

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

Essential Duties and Responsibilities include:

- Prepare for newly-arriving refugee families and individuals by coordinating with U.S. Ties and other staff members
- Welcome newly-arriving refugees upon arrival to New Haven
- 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)
- Develop a service plan for each client
- Enroll clients in English classes
- 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 resettlement plan and household budget, and encourage them to work towards self-sufficiency and early employment
- Conduct interview and assessment 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
- Refer clients to post R&P case management services in a timely manner

Requirements

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

Candidates must have:

- at least 2 years of relevant professional experience (social work, case management with refugee/immigrant/low-income populations) or equivalent personal experience
- fluency in spoken and written English and strong communication skills,
- ability to handle multiple demands and shifting priorities in a fast-paced environment,
- ability to handle pressure
- ability to set limits with clients and enforce strict policies,
- strong computer skills including email and internet, Microsoft Word, Microsoft Excel, Google Workspace; ability to manipulate basic spreadsheets,
- meticulousness and attention to detail,
- ability to quickly establish and maintain a good rapport with clientele,
- awareness and sensitivity to multicultural issues and a demonstrated commitment to the mission of IRIS,
- US driver's license, good driving record, and willingness to drive clients to appointments,
- ability to occasionally work evenings (to meet arrivals)

Ideal candidates will have:

- experience working with immigrant populations
- familiarity with New Haven, Social Security Administration, Department of Social Services, AccessHealthCT and other local service providers
- a social work degree
- fluency in Arabic, Dari, Farsi, Kiswahili 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 with the following:

- A subject line that says “CM: [Candidate first and last name]”
- A cover letter
- An attached resume

The position is available immediately and we are looking to fill it as quickly as possible. Applications will be reviewed in the order they are received and until the position is filled.