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Job Announcement
PC 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. We have been working in Greater New Haven for 40+ years and over the past few years have been expanding into Greater Hartford. We opened an office in Hartford in the fall of 2021.

IRIS is looking for a full-time Case Manager to join our Intensive Case Management (ICM) program team. This program is funded through a Preferred Communities (PC) grant from the Office of Refugee Resettlement. It provides 6 to 12 months of intensive case management support to refugees, asylees, Special Immigrant Visa holders and Afghan humanitarian parolees who face mental and physical health barriers to their resettlement as well as other risk factors.

General Description

The PC ICM Case Manager serves a relatively small case load of high needs clients (approximately 30 individuals per year). The Case Manager conducts assessments, develops service plans, provides services and support, refers clients for additional services and advocates for their specific needs to be met. The PC grant demands that case managers comply with strict administrative requirements including case notes and various documentation. The Case Manager works in tandem with another PC Case Manager and within a larger Health & Wellness team.

Currently the IRIS office is open by appointment only and only to people who are fully vaccinated against COVID-19. Some work can be remotely but Case Managers are still expected to visit client homes and interact with clients as needed.

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

Essential Duties and Responsibilities include:

- Conducts assessments to determine client needs and eligibility for PC services
- Develops an individualized service plan focused on the clients' self-sufficiency goals
- Maintains frequent contact with assigned cases, including home visits (once a month minimum, but more as needed). (Home visits are currently conducted outside clients' homes, remaining 6 feet apart and wearing masks.)
- Assists clients in accessing appropriate external services and public benefits

- Coordinates with other IRIS staff and community providers for services including English class, childcare, education, health care, employment, immigration legal services, mental health services, addiction services, disability services and benefits, housing services, etc.
- Ensures clients' basic needs (housing, food, clothing, etc.) are addressed and that as soon as possible they can meet these needs on their own
- Transports and accompanies clients to appointments for various services and helps them find ways to get to their appointments independently (currently adjusted, due to COVID-19)
- Provides additional community and cultural orientation, as needed
- Provides crisis intervention and/or arranges for this to be provided, as needed
- Insures that proper language interpretation and translation are provided as needed for meetings with clients and for important written documents
- Maintains case files, case notes and required documentation for each case
- Maintains and update PC database with client information, periodic assessments, resources and gaps, and referrals
- Closes and transfers cases in a timely fashion, as appropriate
- Participates in PC program network meetings
- Participates in regular H&W and CM team meetings
- Other related tasks as assigned by the Health & Wellness Manager or Director of Case Management

Requirements

Candidates must have:

- at least 2 years of professional case management experience (not counting internships)
- ability to quickly establish and maintain a good rapport with various types of clientele,
- strong understanding of culturally sensitive case management, commitment to anti-racism and the mission of IRIS
- strong communication skills, ability to work collaboratively,
- meticulousness and attention to detail,
- ability to handle multiple demands and shifting priorities in a fast-paced environment,
- ability to balance client-facing work and administrative responsibilities.
- ability to set limits with clients and enforce strict policies,
- fluency in spoken and written English,
- computer skills including email and internet, Google Workspace and ability to manipulate basic spreadsheets,
- US driver's license, good driving record, and willingness to drive clients to appointments when needed

Ideal clients will have:

- a Masters of Social Work degree
- experience working with refugees or other immigrant populations
- strong understanding of the refugee resettlement process
- knowledge of DSS, SSI, AccessHealthCT applications and benefits
- proficiency in another language (Pashto, Dari, Arabic, Swahili especially)

Compensation: \$43,000 annually

Benefits: vacation (3 weeks/ year), personal days (3 days/ year), sick leave (12 days/ year), holidays per IRIS schedule (currently 12 days/ year)

health, dental, vision, life, and disability insurance
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 “PC Case Manager -- Hartford”
- A cover letter
- An attached resume

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