

**Job Announcement  
(Part-Time Case Management Assistant)**

IRIS (Integrated Refugee & Immigrant Services, Inc, [www.irisct.org](http://www.irisct.org)) is a dynamic refugee resettlement agency assisting newly arriving refugees across the state of Connecticut. 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 a more diverse immigrant population.

IRIS is looking for a part-time (30 hours per week) Case Management Assistant based in Hartford who will help coordinate administrative and logistical support to new arrivals.

**General Description**

IRIS must ensure that the basic needs of newly arriving refugees are met upon arrival. The Case Management Assistant (CMA) helps plan for arrivals, helps newcomers get orientated to their neighborhoods, prepares paperwork and keeps case files in order, and supports the Case Managers with a variety of other tasks. The Case Management Assistant must be detail-oriented and organized and able to adapt to the evolving needs of the team.

While some administrative tasks could be accomplished remotely, many of the CMA's work must be completed on site at the IRIS Hartford office, at clients' homes or in other places around town, while taking necessary precautions related to COVID-19.

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

**Essential Duties and Responsibilities include:**

- Prepares case files and other necessary paperwork prior to a client's arrival (may include temporarily file, permanent file, digital file)
- Helps prepare and submit applications for social security cards as needed
- Helps prepare and submit applications for Department of Social Services benefits (cash, SNAP, HUSKY)
- Retrieves clients' I-94 documents as needed
- Follows up with social service agencies such as Social Security, DSS, and Access Health Connecticut, to resolve any problems with the clients' applications
- Coordinates with case managers and US Ties to confirm arrival details
- Makes arrangements for arrivals ensuring that a culturally appropriate hot meal, groceries, an interpreter, seasonal clothing, and a cell phone are provided as needed.

- Helps ensure that copies of all necessary documents including those client brings with them and those that arrive by mail are copied and filed appropriately
- Screens client requests, addresses them when feasible/relevant, refers them to other IRIS staff members when appropriate
- Communicates IRIS policies and service limits to clients as needed
- Manages IRIS' diaper bank monthly distribution
- Provides bus orientations to new clients, teaching them how to use the public transit system
- Trains new interns and volunteers to do the aforementioned tasks
- Writes case notes to document client contact and actions taken on clients' behalf
- Performs other necessary tasks as requested by Resettlement Services Manager or Senior Director of Programs
- May second case managers and handle tasks such as arrivals and home visits in case of absence

## Requirements

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

Candidates must have:

- At least 2 years of professional experience in customer service or administrative field or equivalent
- Excellent oral and written communication skills in English
- Ability to manipulate basic spreadsheets
- A demonstrated commitment to anti-racism and IRIS' mission
- A basic understanding of refugee resettlement
- Ability to quickly build rapport with new clients of diverse backgrounds
- Energy and enthusiasm for the work
- Experience and comfort using basic computing and spreadsheet software (Word, Excel, Google Docs)
- Driver's license, insurance, good driving record

Ideal candidates will have:

- Knowledge of Hartford area neighborhoods and bus routes
- Strong understanding of the refugee resettlement process
- Experience completing DSS benefit applications (TFA, SNAP, HUSKY)
- Experience completing social security card applications
- Ability to speak another language (especially Arabic, Dari, Farsi, Swahili or Pashto)

Compensation: \$20 / hour

**Benefits include:** accrued vacation and sick time

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

- A subject line that says “Hartford CMA”
- A cover letter
- An attached resume including 3 professional references including 2 previous supervisors

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