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JOB DESCRIPTION

Services for our Undocumented Neighbors (SUN) Referral Specialist

Job Summary & General Responsibilities

IRIS (Integrated Refugee & Immigrant Services, www.irisct.org), a dynamic refugee resettlement agency in New Haven CT, is looking for a referral specialist who will support the SUN Program (Services for Undocumented Neighbors) and the CCIF project (CT Coalition for Immigrant Freedom), a partnership with New Haven Legal Aid in providing support services to immigrants facing deportation.

The SUN Referral Specialist meets with those seeking IRIS services to screen for eligibility and provides resources. IRIS services focus on low income migrants who may be undocumented and seeking asylum. Case managers help clients navigate systems and overcome barriers in matters of health, education, legal aid, and housing.

The SUN referral specialist will be responsible for following up with potential clients and meeting with SUN team case managers to determine eligibility. The SUN referral specialist also provides assistance with other SUN team projects and goals as needed. The SUN referral specialist must be a reliable independent worker, skilled in time management and an excellent communicator with both clients and IRIS staff / SUN Case Managers. The position is hybrid - remote and in office as needed.

Specific Duties

- Conduct screening interviews with potential clients to determine needs. Follow up with clients to make sure their needs are being addressed with meaningful referrals.
- Work with client and other case managers to discuss cases and determine case management plans that focus on eventual self sufficiency and sustainability.
- Serve as primary contact for partner organizations and for internal referral
- Manage a referral sheet, and update it daily.
- Coordinate services with other IRIS departments and other local providers as needed.
- Research and stay informed about other community service providers and policies and initiatives impacting the immigrant/undocumented community in Connecticut
- Develop weekly work plans collaboratively with other team members, and troubleshoot problems with other team members
- Participate in case management team meetings, including IRIS department meetings, weekly staff meetings, SUN team meetings, and 1 on 1 meetings with SUN team manager
- Report directly to and complete other related tasks as requested by SUN team manager
- Complete other specific tasks as assigned by SUN team manager, such as assisting to manage the 4-CT program
- Work with people in a gentle and patient manner who may be experiencing emotional distress and trauma.

Requirements:

- Bi-lingual (Spanish required, and preference to applicants who speak multiple languages)
- Strong organizational skills and time management skills
- Ability to work independently
- Ability to quickly establish and maintain a good rapport with various types of clientele
- Awareness and sensitivity to multicultural issues and a demonstrated commitment to the mission of IRIS
- Strong communication skills
- Ability to handle multiple demands and shifting priorities in a fast-paced environment
- Ability to set limits with clients and enforce strict policies
- Strong computer skills including email and internet, Microsoft Word, Microsoft Excel, Google Docs; ability to manipulate basic spreadsheets,
- US driver's license, good driving record, and willingness to drive clients to appointments
- Creative thinking and organizational skills, attention to detail,
- Passion and drive to be strong advocates for their clients
- Candidates must be vaccinated against COVID-19 and comfortable coming into contact with other people.
- In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate's job performance.

Ideal applicants will have:

- Experience working with immigrant populations
- Knowledge of the US immigration court system
- High levels of organizational skills

Reports to

SUN team Program Manager

Hours & Benefits

Full-time exempt position, eligible for medical insurance incl dental and vision, long and short term disability insurance, life insurance, eligible for 403(b) retirement savings after 1 year, accrues vacation and sick time, 3 personal days/year

Compensation :& Salary

The salary range for this position is \$44,000- \$46,000.

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

- A subject line that says "SUN Referral Specialist: [Candidate first and last name]"
- A cover letter explaining why you would be a good fit for this position
- An attached resume

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