



Case Management Assistant (Hartford) (on-site)

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. IRIS serves refugees, asylum seekers, asylees, undocumented neighbors and other immigrants as well.

General Description

IRIS must ensure that the basic needs of newly arriving refugees are met upon arrival. The Case Management Assistant (Hartford) helps the team plan for arrivals, helps newcomers get oriented to their neighborhoods, ensures case files are in order, and works with the Hartford resettlement team, including managing select volunteers or interns to perform 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 certain tasks can be accomplished remotely, most of the CMA's work must be completed on site at the IRIS Hartford office, at clients' homes or in other places around Hartford. Candidates must be vaccinated against COVID-19 and comfortable coming into contact with other people.

Essential Duties and Responsibilities

Hartford Team Case Coordination

- Prepare or oversee preparation of case files and other necessary paperwork prior to a client's arrival (may include temporarily file, permanent file, digital file)
Retrieves clients' I-94 documents as needed
- Helps prepare and submit applications for Department of Social Services benefits (cash, SNAP, HUSKY)
- Guiding interns and volunteers to perform key tasks as identified by the team
- Follows up with social service agencies such as Social Security, DSS, and Access Health Connecticut, to resolve any problems with the clients' applications
- Writes case notes to document client contact and actions taken on clients' behalf

Hartford Team Arrival Coordination

- 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.
- Ensures copies of all necessary documents including those client brings with them and those that arrive by mail are copied and filed appropriately (directly or via volunteer support)
- 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
- Helps to manage IRIS' diaper bank monthly distribution
- Assists as needed to perform bus orientations for new clients, teaching them how to use the public transit system or ensuring this is completed by volunteers
- Performs other necessary tasks as assigned
- May second case managers and handle arrivals or home visits in case of absence

Requirements | Candidates must have:

- At least 3 - 4 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 and volunteers of diverse backgrounds
- Energy and enthusiasm for the work
- Experience with basic Microsoft office and Google Suite software (Word, Excel, Google Docs)
- Driver's license, insurance, good driving record and *and willingness to drive clients to appointments,*
- Knowledge of Hartford area neighborhoods and bus routes
- Ability to speak another language (especially Arabic, Dari, Farsi, Swahili or Pashto) preferred but not required

Candidates must be fully 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.

Supervises: *Volunteers and interns*

Reports to: Deputy Director of Resettlement Services

Compensation: \$20.16/hour, salaried; 40 hours per week

Benefits: Health, dental, vision insurance. Life and disability insurance. Vacation (3 weeks); personal days (3 per year); sick days, holidays per IRIS schedule Eligible for 403b retirement plan after 1 year. IRIS is an affirmative action-equal opportunity employer.

To apply, send an email to the Deputy Director of Resettlement Services- Hartford, at humanresources@irisct.org with the following:

- A subject line that says Case Management Assistant- Hartford [Your 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.