



JOB DESCRIPTION

Services for our Undocumented Neighbors (SUN) Case Manager

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 Case Manager 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.

SUN case managers help clients who are recent arrivals to the US and to New Haven and surrounding towns in accessing services to meet their basic needs and thrive in their communities. Our 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, and housing matters.

The Case Manager will provide direct case management services and coordinate services with other IRIS staff, other community partners and volunteers.

Specific Duties

- Conduct intake interviews with clients to determine needs. Follow up with clients to make sure their needs are being addressed and services are being provided.
- Work with client and other case managers to determine case management plan that focuses on eventual self-sufficiency and sustainability.
- Determine service plans in accordance with needs, eligibility and resources
- Maintain contact with enrolled clients on a regular basis and update services plans as needed
- 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
- Maintain and regularly update case notes and files
- Develop weekly work plans collaboratively with other team members, and troubleshoot problems with other team members
- Support the continued development of CCIF(CT Coalition for Immigrant Freedom with our Partners at New Haven Legal assistance and IRIS legal)
- Provide support to attorneys representing clients when appropriate
- 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
- Work with people in a gentle and patient manner who may be experiencing emotional distress and trauma.

Requirements:

- Bi-lingual (Spanish, French, Portuguese, Pashto, or Dari)
- Social work or case management experience
- 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

Ideal applicants will have:

- Experience working with immigrant populations
- Knowledge of the US immigration court system

Reports to SUN team case manager

Compensation The salary range for this position is \$47,000- \$48,160.

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

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.

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

- A subject line that says "SUN CM: [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.