



Job Announcement

Ukrainian Program Case Manager – Full-time (hybrid or on-site)

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities.

General Description:

As an integral part of the Ukrainian Program Team, the Ukrainian Program Case Manager (UPCM) works directly with Ukrainian Humanitarian Parole (UHP) newcomers, IRIS staff, and the communities around Connecticut that support the newcomers as they seek refuge in the U.S. The UPCM works primarily with the Ukrainian Program Team, Education Team, Post-arrival Case Managers and PC/Health teams, as well as other departments within IRIS, to ensure UHP family's needs are identified and services provided for the families to reach self-sufficiency. The UPCM is part of a 3 – 4 staff member team providing direct services to the Ukrainian newcomers, coordinating and tracking service provision via internal referrals, as well as entering case data into the extended Reach database for UHP.

Essential Duties and Responsibilities include:

- Respond to initial outreach from UHP or their sponsors upon arrival to Connecticut
- Work with the intake specialist and/or conduct intakes to assess newcomer's needs
- Maintain periodic contact with clients to ensure their basic needs (housing, food, clothing, etc.) are addressed
- Ensure community and cultural orientation are being provided by the fiscal sponsor or local volunteers sourced by IRIS
- Assist clients and sponsors in accessing appropriate external services and public benefits,

including from the Department of Social Services, applying EAD/SSN, etc.

- Connect UHP newcomers to local volunteers or resources, as appropriate and needed, to assist with ESL, school enrollment, job services support, etc.
- Help UHP newcomers develop a resettlement plan and household budget, and encourage them to work towards self-sufficiency and early employment
- Help clients renew their DSS benefits and report changes as needed
- Conduct or coordinate with employment specialist to interview and assessment of knowledge and skills with each adult client to prepare for employment
- Maintain case notes and files, including documentation of required 30 and 90 day reports, as well as necessary reports of client outcomes, and evidence of client self-sufficiency
- Participate in bi-weekly case review with Ukrainian Program Manager and other program staff
- Other related tasks as assigned

Key Attributes:

- Positive, solution-oriented personality and style
- Familiarity with applications to social services and DSS benefits
- Exceptional people skills, as well as customer service orientation
- Thrives in grassroots, start-up style organizational culture
- Commitment to maintaining confidentiality and exceptionally high quality standards
- Dedication to serving the immigrant community and to being a part of an anti-racist organization

Professional Requirements:

- Proficiency in Microsoft Office and Google Suite
- Fluency in spoken and written English and strong communication skills,
- Fluency in the Ukrainian language strongly preferred
- Ability to handle multiple demands and shifting priorities in a fast-paced environment,
- Awareness and sensitivity to multicultural issues and a demonstrated commitment to the mission of IRIS,
- US driver's license, good driving record, and willingness to drive clients to appointments,
- Ability to occasionally work evenings
- Proficiency in or ability to learn and use various software platforms

- Proficiency in social media platforms (e.g. Facebook, Twitter, Instagram)

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.

Education Requirements:

- At least 2 years of case management experience or personal experience of refugee resettlement and 5 years of other professional experience
- Minimum 2 - 4 years' professional experience

Compensation: \$48,160 annually, full-time, salaried

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.

IRIS is an affirmative action-equal opportunity employer.

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

Subject line of "Ukrainian Program Case Manager" A cover letter and resume.

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