



JOB DESCRIPTION

Services for Undocumented Neighbors (SUN) Case Management Assistant (New Haven on-site)

Job Summary & General Responsibilities

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.

IRIS is looking for an assistant who will support the SUN team with a variety of projects. Our services focus on low income migrants who are undocumented and seeking asylum. Case managers help clients navigate systems and overcome barriers in matters of health, education, legal, and housing matters.

The SUN case management assistant will be responsible for supporting the case management team with logistical tasks. The SUN case management assistant must be a reliable independent worker, an excellent communicator with both clients and IRIS staff / SUN Case Managers 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 New Haven office, at clients' homes or in other places around New Haven.

Responsibilities and Specific Duties

- Prepare or oversee preparation of case files and other necessary paperwork to track SUN clients and Services (may include temporarily file, permanent file, digital file)
- Coordinate monthly resource days along with SUN staff. Tasks may include creating docs, organizing materials, and community outreach.
- Assist IRIS case managers during intakes and other client meetings with tasks such as completing applications for diaper bank, gathering documents, and food pantry referrals
- Helps prepare and submit applications for Department of Social Services benefits
- (cash, SNAP, HUSKY)
- 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

Requirements:

- **Bi-lingual (Spanish required, but 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 Office, and Google Suites; ability to manipulate basic spreadsheets,
- US driver's license, good driving record, and willingness to drive clients when needed

Ideal applicants will have:

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

Reports to

SUN team Program Manager

Compensation:

The salary range for this position is \$20.37-\$ 21.37 per hour.

**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

Currently the IRIS office is open by appointment only and only to people who are fully vaccinated against COVID-19. IRIS is currently encouraging all staff to work remotely as much as possible.

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

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

- A subject line that says “Case Management Assistant: [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.