Job Posting
Pre-Arrival Coordinator – Full-time

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. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

General Description
The Pre-Arrival Coordinator is responsible for performing all pre-arrival duties as prescribed in the United States Refugee Admissions Program /Reception and Placement Cooperative Agreement. The Pre-Arrival Coordinator ensures that newly arrived refugee families are provided with a home that meets all program requirements including housing supplies. The Pre-Arrivals coordinator will triage all “walk-in” clients and assign to the appropriate department-Reception & Placement (R&P), Post R&P, or Service for Undocumented Neighbors (SUN). The Pre-Arrival Coordinator works closely with the Resettlement Team and Resettlement Supervisor to ensure that children are enrolled in school in a timely manner, and that adults are offered employment services within 10 days of arrival.

Essential Duties and Responsibilities include:
- Ensure that all relevant apartments are aware of arrivals two weeks before arrival date. In situations where IRIS does not receive two weeks’ notice, ensure that all relevant departments are aware of arrivals as soon as possible.
- Ensure effective, efficient communication between the resettlement, education, employment, and in some cases the legal team(s) so that clients are receiving all services they are entitled to in a timely manner.
- Maintain necessary case notes and documentation to ensure compliance
- Communicate promptly with the Director of Resettlement regarding any needed resources that will otherwise hinder compliance
- Enter all new arrival cases into the Master Case List, case note pre-arrival required notes on IRIS Web, send email to relevant departments informing of arrivals Work with volunteers to set up apartments and to assist with airport pick-ups as needed and assigned
- Liaise with International Organization for Migration (IOM) and case managers as needed regarding new arrival transportation and time of arrival
- Participate in program meetings and staff development activities
- Assist Resettlement Case Managers with other case management duties as requested
- Assure cases in IRIS and case note accordingly; review bio data information and case note any special needs or requirements and notify the case manager upon arrival
- Assist clients in lobby with computer, phone, and copy machine as needed
- Be available to greet all walk-in clients to answer their questions, assist with the emergency packet, and assign to department as needed
- Responsible for handling all calls requesting IRIS services
- Maintain Cuban/Haitian and secondary migrant spreadsheet. This position will be full-time, in person, with occasional work from home options

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.

**Requirements**

**Candidates must have:**
- at least 2 years of relevant professional experience (social work, case management with refugee/immigrant/low income populations) or equivalent personal experience
- fluency in spoken and written English and strong communication skills

**Ideal candidates will have:**
- experience working with immigrant populations
- fluency in Arabic, Dari, Farsi, Kiswahili or Pashto

**Compensation:** This is a full time position; the salary range for this position is $48,000- $49600 annually.

**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.

**To apply,** send an email to humanresources@irisct.org as soon as possible with the following:
• A subject line that says “Pre-Arrival Coordinator — Your Name”
• A cover letter explaining your interest in the position and your qualifications
• An attached resume
• Contact information for three professional references

Applications will be reviewed as they are received and will be accepted until the position is filled.

Please no phone call.