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## **Job Posting**

### **Case Manager PC-ICM - Full-time**

IRIS (Integrated Refugee & Immigrant Services, Inc. [www.irisct.org](http://www.irisct.org)) is a dynamic refugee resettlement agency based in New Haven 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.

IRIS is looking for a full-time Case Manager to join our Intensive Case Management (ICM) program team. This program is funded through a Preferred Communities (PC) grant from the Office of Refugee Resettlement. It provides 6 to 12 months of intensive case management support to refugees, asylees and Special Immigrant Visa holders who face mental and physical health barriers to their resettlement as well as other risk factors.

### **General Description**

The PC Case Manager serves a relatively small caseload of high-needs clients. The PC Case Manager conducts assessments, develops service plans, provides direct service, refers clients for additional services and advocates for their specific needs to be met. The PC grant demands that case managers comply with strict administrative requirements. The Case Manager works in tandem with another PC Case Manager and within a larger Health & Wellness team.

**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.**

### **Essential Duties and Responsibilities include:**

- Conducts assessments to determine client needs and eligibility for PC services
- Develops an individualized service plan focused on the clients' self-sufficiency goals
- Maintains frequent contact with assigned cases, including home visits (once a month minimum, but more as needed). (PC Case Managers use their own discretion with regard

to wearing masks during home visits).

- Assists clients in accessing appropriate external services and public benefits
- Coordinates with other IRIS staff and community providers for services including English class, childcare, education, health care, employment, immigration legal services, mental health services, addiction services, disability services and benefits, housing services, etc.
- Ensures clients' basic needs (housing, food, clothing, etc.) are addressed and that as soon as possible they can meet these needs on their own.
- Transports and accompanies clients to appointments for various services and helps them find ways to get to their appointments independently.
- Provides additional community and cultural orientation, as needed
- Provides crisis intervention and/or arranges for this to be provided, as needed.
- Ensures that proper language interpretation and translation are provided as needed for meetings with clients and for important written documents.
- Maintains case files, case notes and required documentation for each case.
- Maintains and update PC database with client information, periodic assessments, resources and gaps; completes referrals, closes and transfers cases - all in a timely manner as required by guidelines
- Participates in PC program network meetings
- Participates in regular H&W and CM team meetings.
- Other related tasks as assigned by the Health & Wellness Manager or Director of Resettlement Services

### **Candidates must have:**

- At least 2 years of professional case management experience (not counting internships)
- Ability to quickly establish and maintain a good rapport with various types of clientele.
- Strong understanding of culturally sensitive case management, commitment to anti-racism and the mission of IRIS.
- Strong communication skills, ability to work collaboratively.
- Meticulousness and attention to detail.
- Ability to handle multiple demands and shifting priorities in a fast-paced environment,
- Ability to balance client facing work and administrative responsibilities.
- Ability to set limits with clients and enforce strict policies.
- Fluency in spoken and written English, ability to write detailed case notes.
- computer skills including email and internet, Google Docs and ability to manipulate basic spreadsheets.
- US driver's license, good driving record, and willingness to drive clients to appointments, as needed.

### **Ideal clients will have:**

- A Masters of Social Work degree
- Experience working with refugees or other immigrant populations.

- Strong understanding of the refugee resettlement process.
- Knowledge of DSS, SSI, AccessHealthCT applications and benefits.
- Proficiency in another language (Pashto, Dari, Arabic, Swahili especially)

**Reports to:** Health & Wellness Manager

**Job Type:** Full-time Salaried position; 40 hours per week

**Salary:** \$ 50,000 - \$ 52,000

**Benefits:** Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance. Eligible for 403b retirement plan after 1 year of employment

**To apply,** send an email to [humanresources@irisct.org](mailto:humanresources@irisct.org) with the following:

- A subject line that says “PC Case Manager -YOUR NAME”
- A cover letter
- An attached resume
- Three professional references (at least two direct supervisors)

*Applications will be reviewed as they are received and will continue to be accepted until the position is filled and no phone calls are accepted.*