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Job Announcement R&P Case Manager- Hartford- Full-Time

IRIS (Integrated Refugee & Immigrant Services, 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

IRIS is looking for a Case Manager, based in the Hartford office, who will work with new refugee arrivals providing the essential services they need in their first 90 days in order to get off to a good start in the United States.

General Description:

Operating within the Reception & Placement (R&P) requirements of the federal refugee resettlement program, the Case Manager will join a dedicated team in providing case management services to over one hundred refugees each year.

The Case Manager will welcome refugee clients upon arrival, meet with clients frequently during their first 90 days to ensure that their basic needs are met and that they are adjusting well to life in their new community, and help clients make progress towards becoming self-sufficient. The job is primarily direct service with refugee clients. Compliance with administrative requirements is also essential.

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:

- Prepare for newly arriving refugee families and individuals by coordinating with U.S. Ties and other staff members
- Welcome newly arriving refugees upon arrival to Hartford
- Clearly communicate IRIS and federal policies and procedures

- Conduct at least three thorough home visits with each client to ensure safety and well-being (and organize interpretation services if necessary)
- Develop a service plan for each client
- Enroll clients in English classes
- Provide community and cultural orientation, in conjunction with other staff
- Assist clients in accessing appropriate external services and public benefits, including from Social Security Administration and Department of Social Services, in conjunction with the Case Manager Assistant
- Communicate and coordinate closely with other IRIS staff who provide services such as housing, English language learning, education, health care, employment, and immigration legal services
- Help refugees develop a resettlement plan and household budget, and encourage them to work towards self-sufficiency and early employment.
- Conduct interview and assessment of knowledge and skills with each adult client at end of R&P period
- Maintain case notes and files, including documentation, financial expenditures, reports of client outcomes, and evidence of client self-sufficiency
- Refer clients to post R&P case management services in a timely manner
- Other duties as assigned

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
- Ability to handle multiple demands and shifting priorities in a fast-paced environment,
- Ability to handle pressure
- 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
- Meticulousness and attention to detail
- Ability to quickly establish and maintain a good rapport with clientele
- 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/weekends (to meet arrivals and conduct next day home visits)

Ideal candidates will have:

- Experience working with immigrant populations
- Familiarity with Hartford, Social Security Administration, Department of Social Services, AccesHealthCT and other local service providers
- A social work degree
- Fluency in Arabic, Dari, Kiswahili or Pashto

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 Deputy Director of Resettlement Services- Hartford at humanresources@irisct.org with the following:

- A subject line that says “R&P Case Manager- Hartford- Full-Time-YOUR NAME”
- A cover letter
- An attached resume
- Three professional references (at least two direct supervisors)

The position is available immediately and we are looking to fill it as quickly as possible

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.