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Job Posting

Case Management Assistant- 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 Case Management Assistant is part of the team that welcomes new arrivals and provide various resettlement services to refugees, asylees, and other IRIS clients with a specific emphasis on helping the case managers prepare for new arrivals and serve clients within their first 90 days of their resettlement. The Case Management Assistant works closely with case managers, interns and volunteers to ensure that arrivals are well prepared, clients have access to basic services and required documentation is obtained. The position includes both client facing work and administrative work.

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:

- Prepares case files and other necessary paperwork prior to a client's arrival
- Helps prepare and submit applications for social security cards
- Follows up with social service agencies such as Social Security to resolve any problems with the client's application
- Makes arrangements for arrivals ensuring that a culturally appropriate hot meal, groceries, seasonal clothing, and a cell phone are provided as needed. (Speaks with any US Ties to confirm arrival details.)
- Helps ensure that copies of all necessary documents including those client brings with them and those that arrive by mail are copied and filed appropriately
- Screens client requests, addresses them when feasible/relevant, refers them to other IRIS staff members when appropriate
- Communicates IRIS policies and service limits to clients as needed
- Manages IRIS' diaper bank monthly orders and distribution
- Provides bus orientations to new clients, teaching them how to use the public transit

system

- Trains new interns and volunteers to do the aforementioned tasks
- Writes case notes to document client contact and actions taken on clients' behalf
- Performs other necessary tasks as requested by Manager or Senior Director of Programs
- May second case managers and handle tasks such as arrivals and home visits

Reports to: Resettlement Program Manager

Job Type: Full-time, Hourly, 40 hours per week

Salary: \$ 20.37 - \$ 21.37

Benefits: Full-time non-exempt position, eligible for medical insurance including dental and vision, long and short term disability insurance, life insurance, eligible for 403(b) retirement savings after 1 year, accrued vacation and sick time, 3 personal days/year

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

- A subject line that says "Case Management Assistant -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.