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## **Job Announcement**

### **Humanitarian Sponsorship Program- Case Manager (Cuban & Haitian) - Full-Time**

IRIS (Integrated Refugee & Immigrant Services, Inc, [www.irisct.org](http://www.irisct.org)) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities.

#### **General Description**

As an integral part of the Humanitarian Sponsorship Program (HSP) Team, this HSP Case Manager (HSPCM) will be working almost entirely with Cuban and Haitian newcomers. Overall, the HSPCM may be asked to work directly with Cuban, Haitian, or Ukrainian Humanitarian Parolee newcomers, IRIS staff, and the communities around Connecticut that support the newcomers as they seek refuge in the U.S. The HSPCM works primarily with the members of the HSP Team, Education Team, Post-arrival Case Managers and PC/Health teams, as well as other departments within IRIS, to ensure HSP families' needs are identified and services provided for the families to reach self-sufficiency. The HSPCM is part of a 7 - 9 staff member team providing direct services to the Cuban, Haitian, and Ukrainian newcomers, coordinating and tracking service provision via internal referrals, as well as entering case data into various required databases.

**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:**

- Respond to initial outreach from clients or their sponsors upon arrival to Connecticut
- Conduct intakes to assess newcomer's needs
- Maintain periodic contact with clients to ensure their basic needs (housing, food, clothing, etc.) are addressed
- Ensure community and cultural orientation are being provided by the fiscal sponsor or local volunteers sourced by IRIS
- Assist clients and sponsors in accessing appropriate external services and public benefits, including from the Department of Social Services, applying EAD/SSN, selective service, reporting income to DSS, etc.

- Connect newcomers to local volunteers or resources, as appropriate and needed, to assist with ESL, school enrollment, job services support, etc.
- Help newcomers develop a resettlement plan and household budget, and encourage them to work towards self-sufficiency and early employment
- Conduct or coordinate with employment specialist to interview and assess knowledge and skills with each adult client to prepare for employment
- Maintain case notes and files, including documentation of required 30, 60 and 90 day reports, as well as necessary reports of client outcomes, and evidence of client self-sufficiency
- Participate in bi-weekly case review with HSP Manager and other program staff
- Other related tasks as assigned

### **Key Attributes**

- Positive, solution-oriented personality and style
- Familiarity with applications to social services and DSS benefits
- Exceptional people skills, as well as customer service orientation
- Thrives in grassroots, start-up style organizational culture
- Commitment to maintaining confidentiality and exceptionally high quality standards
- Dedication to serving the immigrant community and to being a part of an anti-racist organization

### **Professional Requirements**

- Proficiency in Microsoft Office and Google Suite
- Fluency in spoken and written English and strong communication skills,
- Fluency in the Haitian Creole, Spanish and/or French language strongly preferred
- Ability to handle multiple demands and shifting priorities in a fast-paced environment,
- 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
- Proficiency in or ability to learn and use various software platforms
- Proficiency in social media platforms (e.g. Facebook, Twitter, Instagram)

### **Education Requirements**

- At least 2 years of case management experience or personal experience of refugee resettlement and 5 years of other professional experience
- Minimum 2 - 4 years' professional experience

**Job Type:** Full-time; Salaried, 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 “Humanitarian Sponsorship Program Case Manager (Cuban and Haitian) - 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.*