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## **Job Posting**

### **(Post R&P) Case Manager**

IRIS (Integrated Refugee & Immigrant Services, Inc., [www.irisct.org](http://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.

#### **Job Summary & General Responsibilities:**

The Case Manager provides services to refugee clients from the time they complete the R&P period through five years after their arrival in the United States. The Case Manager may also work with non-refugee clients. The case manager will manage their own case load and coordinate service delivery with other staff. While assisting the client to meet their needs, the case manager will always look to encourage client self-sufficiency.

**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.**

- Whenever possible, depending on clients English proficiency and other capabilities, teach clients how to fill out and submit their own applications or reviews.
- Assist post-R&P clients upon request with applications and reviews for programs such as SSI, Access Health, SNAP, Refugee Cash Assistance (RCA), and Temporary Family Assistance (TFA).
- Assist clients participating in Jobs First Employment Services (JFES) program to provide ongoing verification of activities to their JFES worker.
- Oversee assistance with applications to the Energy Assistance program.
- Make available information about opportunities to apply for subsidized housing.
- Make available information about free income tax preparation assistance.
- Facilitate repayment of refugee travel loans by teaching clients how to make payments, requesting deferment or reduction of payments when necessary, and

reporting changes of address to EMM and CWS.

- Help post-R&P clients who are relocating understand and fulfill their responsibility to communicate their change of address (to USPS, USCIS, DSS, employers, banks, etc.), to stop and/or start utility accounts, and to pay final bills.
- Maintain case files and/or other records of services provided.
- Provide clients with information about and referrals to other service providers as required or requested.
- Provide written and/or verbal recommendations for clients, interns, and/or volunteers when requested for purposes such as employment, volunteering, college admissions and scholarships, child care certification, or adoption.
- Participate in bi-weekly case review and other CM department meetings
- Support other case managers with urgent issues as needed

**Supervises:** Interns (possibly)

**Reports to:** Resettlement Program Manager

**Job Type:** Full-Time, Salaried, 40hrs

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

**Benefits:** Full time salaried 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, accrues vacation and sick time, 3 personal days/year

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

- A subject line that says “Position Name (*Post Arrival 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.*