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**Job Posting**

**Pre-Arrival Coordinator –Full-time**

IRIS is a non-profit organization whose mission is to help refugees and other displaced people establish new lives, strengthen hope, dare to dream, and contribute to the vitality of communities in Connecticut and across the country. We also provide support to Americans who are sponsoring refugees for resettlement.

In welcoming peoples fleeing persecution and conflict, we are honoring our national heritage as a country of immigrants as well as our commitments under U.S. and international law. IRIS helps newcomers with services and support critical to their transition to self-sufficiency and to making local communities across the U.S. their home.

**General Description**

The Pre-Arrival Coordinator is responsible for performing all pre-arrival duties as prescribed in the United States Refugee Admissions Program /Reception and Placement Cooperative Agreement. The Pre-Arrival Coordinator ensures that newly arrived refugee families are provided with a home that meets all program requirements including housing supplies. The Pre-

Arrivals coordinator will triage all “walk-in” clients and assign to the appropriate department- Reception & Placement (R&P), Post R&P, or Service for Undocumented Neighbors (SUN). The Pre-Arrival Coordinator works closely with the Resettlement Team and Resettlement Supervisor to ensure that children are enrolled in school in a timely manner, and that adults are offered employment services within 10 days of arrival.

This position is grant-funded. Grants typically fund for a period of one year. Extension grant-

funded employment is subject to the availability of funds.

*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:**

* Review bio data information and Assure cases in IRISweb
* Case note any special needs or requirements and notify the case manager upon arrival
* Track all assured cases and travel notices
* Enter all new arrival cases into the Clientrack, case note pre-arrival required notes on IRIS Web, send email to relevant departments informing of arrivals Work with volunteers to set up apartments and to assist with airport pick- ups as needed and assigned
* Assign the relevant case manager in clienttrack
* Ensure that all relevant apartments are aware of arrivals two weeks before arrival date. In situations where IRIS does not receive two weeks’ notice, ensure that all relevant departments are aware of arrivals as soon as possible.
* Ensure effective, efficient communication between the resettlement, education, employment, and in some cases the legal team(s) so that clients are receiving all services they are entitled to in a timely manner.
* Maintain necessary case notes and documentation to ensure compliance
* Liaise with International Organization for Migration (IOM) and case managers as needed regarding new arrival transportation and time of arrival
* Participate in program meetings and staff development activities
* Assist Resettlement Case Managers with other case management duties as requested
* Assist clients in lobby with computer, phone, and copy machine as needed
* Be available to greet all walk-in clients to answer their questions, assist with the emergency packet, and assign to department as needed
* Complete intake for all secondary migrants.
* Maintain Cuban/Haitian and secondary migrant spreadsheet.
* Responsible for handling all calls requesting IRIS services
* Communicate promptly with the Manager of Resettlement regarding any needed resources that will otherwise hinder compliance
* Other responsibilities as delegated by the Manager of Resettlement

**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
* Lived experience desired

**Ideal candidates will have:**

* Experience working with immigrant populations
* Fluency in French, Arabic, Dari, Farsi, Swahili or Pashto

Compensation: This is a full-time position; the salary range for this position is $50,000- $51,088 annually.

**Benefits:** Health, vision, dental insurance. Life insurance. Short- and long-term disability insurance. Vacation (3 weeks / year), Personal days (3 days/ year), sick leave (12 days/ year), holidays per IRIS schedule (currently 12 days/ year). 403b retirement plan after 1 year of employment.

Diversity and inclusion are hardwired into IRIS’ mission: We are dedicated to welcoming

peoples from all over the world who are fleeing persecution, war, and violence. We are more

effective at serving our client’s needs when we are representative of the communities we live in

and work with. So we are an enthusiastic Equal Opportunity Employer. We strongly encourage

people from underrepresented groups to apply. Please reach out if you need accommodations in

applying.

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

* A subject line that says “Pre-Arrival Coordinator —Your Name”
* A cover letter explaining your interest in the position and your qualifications
* An attached resume
* Contact information for three professional references

Applications will be reviewed as they are received and will be accepted until the position is filled.

Please no phone calls.