



Website
Irisct.org

Mailing Address
33 Dixwell Ave. #380
New Haven, CT 06511

Phone
203.562.2095

Case Manager - Refugee & Immigrant Youth Workforce Development

IRIS is a dynamic immigrant services agency. We serve people from all over the world who are starting new lives in Connecticut and are on the path to self-sufficiency. IRIS's mission is to welcome refugees and other immigrants, help them rebuild their lives, pursue their dreams, and contribute to the vitality of their communities. We envision a society where all immigrants are valued, respected, and able to thrive.

Are you passionate about helping refugee and immigrant youth build pathways to education, employment, and long-term opportunity?

IRIS is seeking a compassionate, organized, and relationship-centered Case Manager to provide direct support to refugee and immigrant youth and young adults participating in the INTEGRITY Program (Integrating Networks for the Training, Empowerment, & Growth of Refugee & Immigrant Transitional-Age Youth). Working closely with students, families, schools, ReadyCT, employers, and community partners, the Case Manager will help participants identify goals, address barriers, access resources, and stay engaged in education, workforce readiness, career exploration, and post-secondary pathways.

ABOUT THE PROGRAM

The INTEGRITY Program is a partnership between IRIS and ReadyCT that helps refugee and immigrant youth and young adults build pathways to education, employment, postsecondary success, and long-term economic mobility through career-connected learning, workforce readiness activities, family engagement, and supportive services. The program serves both school-based youth and young adults ages 18–22 who are outside the traditional high school system, including those who may be enrolled in adult education or GED programs, already working, unemployed or underemployed, or disconnected from clear education and career pathways.

ReadyCT contributes career-connected learning, workforce readiness activities, and employer connections, while IRIS provides culturally responsive, trauma-informed case management, family engagement, service coordination, and wraparound support. Together, the partners help

young people strengthen the skills, confidence, connections, and support needed to succeed in school, work, and community life.

ABOUT THE ROLE

The INTEGRITY Case Manager serves as a primary point of contact for participating students and families. This role provides individualized case management, conducts intake and assessment, develops service plans, coordinates referrals, supports participant engagement, and helps youth address barriers that may affect school participation, workforce readiness, career exploration, internship participation, and long-term success. The Case Manager will also support young adults ages 18–22 who are not currently enrolled in high school by helping them connect to adult education, GED, ESOL, workforce training, employment services, career readiness programming, or other appropriate next steps.

This is a hands-on, student- and family-facing role. The Case Manager will spend significant time communicating directly with youth and caregivers, coordinating with school and community partners, documenting services, participating in case reviews, and supporting workshops, outreach, family engagement activities, employer-related events, and other program components. The position requires strong follow-through, cultural humility, attention to detail, and the ability to build trust across diverse communities.

WHAT YOU'LL BRING TO THE ROLE

Do you thrive on building relationships, solving practical problems, and helping young people move toward their goals? We are looking for a professional who brings:

- A strong commitment to immigrant integration, youth development, educational equity, and economic mobility.
- At least two years of experience working with youth, young adults, immigrants, refugees, students, families, or other diverse populations.
- Strong case management, relationship-building, follow-up, and problem-solving skills.
- Ability to communicate clearly and respectfully with students, families, school staff, employers, service providers, and community partners.
- Experience completing intake, assessment, service planning, referrals, case notes, and participant documentation.
- Ability to work effectively with individuals from diverse cultural and linguistic backgrounds using trauma-informed and strengths-based approaches.
- Comfort using Microsoft Office, spreadsheets, databases, and other data tracking systems to maintain accurate records and monitor participant progress.

- A bachelor's degree in social work, human services, education, psychology, counseling, workforce development, or a related field; equivalent relevant experience may be considered.
- A valid driver's license and ability to travel throughout Connecticut as needed.

Preferred

- Experience working with refugee and immigrant communities.
- Experience in youth development, young adult support, workforce development, education, career readiness, school-based programming, adult education/GED navigation, or postsecondary navigation.
- Fluency or proficiency in a language commonly spoken by IRIS participants.
- Knowledge of Connecticut education, workforce, and community service systems.
- Experience supporting multilingual families and coordinating interpretation or translation support.

WHAT YOU'LL DO

Student Case Management & Individualized Support

- Manage a caseload of refugee and immigrant youth participating in the INTEGRITY Program.
- Conduct outreach, intake, screening, enrollment, orientation, and ongoing participant engagement activities.
- Complete assessments and develop individualized service plans with youth and families.
- Help out-of-school young adults ages 18–22 identify education and employment goals and connect to appropriate next steps, including adult education, GED, ESOL, workforce training, employment services, or community-based supports.
- Conduct regular check-ins with students to monitor progress toward educational, employment, postsecondary, and personal goals.
- Identify barriers impacting participation and success and coordinate timely interventions.
- Connect participants to IRIS services and external community resources, including education, employment, health, mental health, housing, transportation, benefits, and other supports.
- Maintain consistent communication with students and families using culturally responsive and trauma-informed approaches.

School, Workforce & Postsecondary Navigation

- Collaborate with school staff, guidance counselors, teachers, ReadyCT staff, and community partners to support student success.
- Support participants in exploring career pathways, internships, work-based learning opportunities, credential options, and postsecondary pathways.
- Assist youth with resume development, interview preparation, workplace readiness, professional communication, and other employment-related skills.
- Monitor attendance and engagement in workshops, career-connected learning activities, internships, and other program components.
- Support students in meeting eligibility and participation requirements for internships and workforce opportunities coordinated through the program partnership.

Family Engagement & Resource Coordination

- Build strong, trusting working relationships with parents and caregivers.
- Conduct family outreach and provide ongoing updates regarding participant progress, program expectations, and available resources.
- Assist with family workshops, orientation sessions, community events, and other engagement activities.
- Coordinate interpretation and translation support when needed.
- Help families navigate school systems, workforce programs, community services, and other supports that strengthen youth success and retention.

Documentation, Data & Compliance

- Maintain accurate and timely case notes, service records, assessments, referrals, participant files, and other required documentation.
- Track participant outcomes, attendance, services delivered, referrals, follow-up activities, and progress toward program goals.
- Enter and maintain data in program databases and reporting systems.
- Assist with data collection and documentation needed for funder reporting and outcome measurement.
- Ensure compliance with confidentiality requirements, funder expectations, and IRIS policies.

Program Operations & Collaboration

- Participate in team meetings, case reviews, supervision, training, and professional development activities.
- Collaborate closely with the INTEGRITY Program Manager, ReadyCT staff, school partners, and community organizations to ensure coordinated support for participants.
- Support program recruitment, outreach, participant retention, workshops, special events, employer engagement activities, and community presentations as needed.
- Contribute to continuous improvement efforts by identifying participant needs, implementation challenges, and opportunities for program enhancement.

WHY JOIN IRIS?

At IRIS, you will join a mission-driven organization dedicated to welcoming refugees and immigrants and helping individuals and families rebuild their lives in Connecticut. This role offers the opportunity to work directly with young people and families, strengthen access to education and workforce pathways, and contribute to a new partnership designed to expand long-term opportunity for refugee and immigrant youth.

REPORTS TO

INTEGRITY Program Manager

BENEFITS

Competitive salary and comprehensive benefits package including health, dental, vision, paid time off, holidays, life insurance, disability insurance, and eligibility for participation in the IRIS retirement plan.

ESSENTIAL FUNCTIONS

- Frequent travel throughout Greater Hartford and surrounding communities, including schools, community-based organizations, partner sites, and employer or workforce-related locations.
- Ability to attend and support workshops, meetings, orientations, family engagement activities, and community events that may require extended periods of standing and movement.
- Ability to transport program materials and supplies for trainings, outreach, workshops, or events as needed.
- Ability to work effectively in school, office, and community environments and maintain regular in-person engagement with participants, families, and partners.

- Ability to maintain timely documentation, protect confidential information, and manage multiple participant follow-up needs in a fast-paced program environment.

Location: Greater Hartford, Connecticut (Hybrid) – regular travel throughout Hartford and surrounding communities required.

Salary Range: \$27.81/per hour

Job Type: Full time (Non-Exempt), 40 hours/week, Biweekly Payroll

Diversity and inclusion are hardwired into IRIS's mission: We are dedicated to welcoming people from all over the world who are fleeing persecution, war, and violence. We are more effective at serving our clients' 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 accommodation in applying.

IRIS is an affirmative action-equal opportunity employer.

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

- A subject line that says “Case Manager - Refugee & Immigrant Youth Workforce Development”
- A cover letter
- An attached resume and 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.