

**Nationalities Service Center – Job Announcement**

**Employment Readiness and Placement Case Manager**

Nationalities Service Center (NSC) is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 100 countries.

**Position Overview**

The Employment Readiness and Placement Case Manager will provide case management services to all ORR eligible populations within the NSC service area. The Case Manager position will deliver the highest level of case management services through effectively determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client’s pursuit of goals.

Case management for all case will begin immediately upon enrollment and continue through the 180th day of retention.

The Employment Readiness and Placement Case Manager position has internal contacts with the entire administrative staff and external contact with key partners, clients, the funder, visitors, representatives of other social services agencies, and the community. This position has access to sensitive NSC and client information and is expected to handle such information with integrity and professionalism. This position is expected to represent NSC in a professional manner.

The Employment Readiness and Placement Case Manager will report directly to the Employment Readiness and Placement Manager and is expected to participate in all department activities as necessary.

## Essential Functions

1. Case management of refugee and immigrant clients aimed at meeting barriers to employment of those clients enrolled in the Employment Readiness and Placement Program includes:
   1. Coordination of pre-employment services.
   2. Orientation of new families.
   3. Tracking process and needs of clients and their families.
   4. Communicating with third parties, such as employers, anchor relatives, school officials, welfare staff, etc. on behalf of the clients, and assisting in the transportation of clients to doctors’ appointments, social security offices, etc.
   5. Maintaining accurate, timely and orderly case and database records and preparing reports in a timely and accurate manner.
   6. Advocating on behalf of the clients and those similarly situated within NSC and throughout the boarder community.
   7. Working with interns
2. Conduct all activities within the funders’ and NSC’s guidelines.
3. Actively participate in weekly department meetings and other department, agency, community and provider meetings, as needed.
4. Conduct outreach to clients through participation in outside events and distribution of material within the community including ethnic and community affairs, ethnic churches and other sites frequented by immigrants and refugees.
5. Prepare and submit monthly reports as needed.
6. Attend appropriate workshops, webinars and other relevant professional development opportunities to maintain proper licensure and knowledge of programmatic guidelines and case management skills.
7. Communication and coordination with refugee relatives and internal and external parties, including the Social Security Administration, Department of Public Welfare, utilities, school officials, NSC’s health team and post arrival service teams. Assist with transportation to external offices, as needed.

**Non-Essential Functions**

1. Adheres to NSC’s security guidelines and ensures the appropriate handling of sensitive information.
2. Facilitates and attends relevant staff meetings to promote communication and execution of goals.
3. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
4. Other duties as assigned within the scope of position expectations.

**Knowledge, Skills, and Abilities**

* Basic understanding of NSC’s mission, vision, values, programs and services, and business plan.
* Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
* Ability to effectively use standard office equipment.
* Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
* Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
* Adheres to all NSC and departmental policies and procedures.
* Attends all NSC in-services as required.
* Strong written and verbal communication skills and effectively communicate with individuals and groups.
* Knowledge of basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client’s pursuit of goals.
* Ability to effectively interview and engage a client in appropriate programming.
* Ability to effectively conduct one on one advocacy and/or educational presentations.
* Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team’s work.

**Experience, Education, and Licensure**

**Minimum Experience**: 3+ years of case management experience. Working within the refugee and immigrant community is a plus. Bilingual skills are preferred, with preference given to Swahili, French or Arabic languages. Experience with Matching Grant and/or Resettlement and Placement programs is preferred.

**Minimum Education:** BA/BS degree from an accredited college or university in a related field of study.

**Licensure:** Valid drivers’ license with access to reliable transportation or eligible for shared auto program.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

**Compensation**

The position is full-time exempt, and includes health and dental benefits and a 403(b) match plan.

**How to Apply:** For consideration, please send your cover letter and resume to Human Resources, [jobs@nscphila.org](mailto:jobs@nscphila.org). Applications accepted until position is fill.

NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.