

**Nationalities Service Center – Job Announcement**

**Family Strengthening Program Community Engagement Case Manager - Full-time**

**Position Overview**

The Community Engagement Case Manager will recruit and engage interested clients, and will develop relationships with potential referral sources. The Community Engagement Case Manager position will provide social service case management, information and referral and outreach services to immigrants and refugees through the Family Strengthening Program at NSC. The Community Engagement Case Manager will provide services including determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client’s pursuit of goals. The Case Manager position also maintains case records and prepares reports.

The Case Manager position has internal contacts with the entire staff and external contact with clients, funders, 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 Case Manager position will report directly to the Project Coordinator, overseen by the Senior Manager of Health Access and Specialized Supports, and participates in department activities as necessary.

**Essential Functions**

Provide community outreach and case management support to clients seeking services from the Family Strengthening Program including:

* Engage in recruitment for workshops through attending events, scheduling meetings with stakeholders, individual contact with community members and other methods
* Determine and document program eligibility
* Assess needs and develop case management plan in partnership with client
* Identify resources to successfully begin to meet needs
* Document all client interactions and proactively support client’s pursuit of goals
* Track progress and needs of clients and their families
* Develop post-service plans
* Maintain case and program records
* Advocate on behalf of the clients and those similarly situated within NSC and throughout the broader community.
* Communicate with third parties, anchor relatives, school officials, welfare staff, etc. on behalf of the clients, and assist in the transportation to social security offices, etc.
* Conduct all activities within the funders’ and NSC’s guidelines.
* Actively participate in weekly case meetings and other department, agency, community and provider meetings, as needed.
* Maintain accurate, timely and orderly case database and financial records and prepare reports in a timely and accurate manner.

**Non-Essential Functions**

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

**Knowledge, Skills, and Abilities**

* Understanding of NSC’s mission, vision, values, programs and services and business plan.
* 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.
* Strong written and verbal communication skills and effectively communicates 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.
* 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.
* 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.
* Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team’s work.

**Experience, Education, and Licensure**

**Minimum Experience**: 1+ years of community outreach or case management experience working within the refugee and immigrant community. Bilingual skills are required (Arabic, French, Dari, Pashto or other language with large presence in Philadelphia)

**Minimum Education:** Bachelor’s degree from an accredited college or university in a related field of study or equivalent experience preferred.

**Licensure:** Knowledge of public transportation.

**Compensation:** The position is full-time. Salary is commensurate with experience.

**How to Apply**

Application deadline is **October 31st, 2019**. Please email detailed letter of interest and résumé to [jobs@nscphila.org](mailto:jobs@nscphila.org). Please no phone calls.

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.