

**Nationalities Service Center – Job Announcement**

INSPIRE Case Manager

**Position Overview**

The INSPIRE Case Manager will serve in provide intensive case management services to newcomer populations including refugees, survivors of torture and victims of trafficking with special needs. Individuals with special medical and mental health needs and developmental disabilities will receive intensive case management services. The Case Manager 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 clients’ goals.

The Case Manager position has internal contacts with the entire staff and external contact with clients, visitors, representatives of social services agencies and medical providers, 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 will report directly to the INSPIRE Coordinator and participate in all INSPIRE team and department activities as necessary.

**Essential Functions**

1. Health and special needs related case management of clients including:
   * Coordination of health related needs including needs assessment, service planning and coordination of needed resources
   * Resource and partner development to meet the needs of enrolled clients.
2. Conduct all activities within the funders’ and NSC’s guidelines.
3. Actively participate in meetings and other department, agency, community and provider meetings as needed.
4. Conduct all activities within the funders’ and NSC’s guidelines.
5. Maintain and keep current client case files and track other case related documentation.
6. Outreach and awareness-raising through participation in outside events and distribution of materials, as needed.

**Additional Duties**

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**

* 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 and Education**

**Minimum Experience**: 1+ years of case management experience working within the refugee and immigrant community. Bilingual skills are preferred (with preference given to Arabic and French).

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

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

**Compensation**

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

**How to Apply**

Applications deadline is **December 20, 2017**. 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.