

**Nationalities Service Center – Job Announcement**

Philadelphia Partnership for Resilience Case Manager

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.

Philadelphia Partnership for Resilience (PPR) is the only survivors of torture in the Greater Philadelphia region and specializes in working with individuals and families that have been survivors of torture abroad with severe psychological and/or physical trauma – they were raped, beaten, ritually mutilated, burned, and ostracized from their own community. We provide holistic, trauma-informed, and culturally appropriate care through intensive case management, free legal services, referrals to health and mental health care, provision of basic needs, art therapy, and group work to help survivors be on a path toward healing.

**Position Overview**

The Case Manager position will provide social service case management support to survivors of torture through the Philadelphia Partnership for Resilience (PPR) Collaborative. The Case Manager position will deliver the highest level of case management services, effectively determining eligibility, assessing needs, identifying and expanding resources, making referrals while proactively supporting clients’ pursuit of service plan goals. The Case Manager position also prepares reports, tracks and compiles case management data, completes assessment tools, maintains case records, facilitate trainings, and strengthen relationships with community-based and local organizations.

The Case Manager position will report directly to the Program Manager of PPR and participate in Survivor Services department activities if/as necessary.

**Essential Duties and Responsibilities:**

* Determine and document program eligibility screenings
* Assess needs and develop mutually agreed goals effectively
* Identify local resources and potential partners to meet gaps in service delivery
* Support the efforts of a client advisory group through implementation of quarterly meetings
* Coordinate community events for survivors in partnership with student groups or volunteers
* Coordinate and advocate for services across education, legal, medical, and employment sectors
* Maintain accurate and timely case files and monthly program data, preparing reports and tracking client progress
* Conduct outreach and co-facilitate trainings to communities and various stakeholders which include but are not limited to -- health clinics, faith-based organizations, community-based centers, and other locations frequented by immigrants and refugees
* Participate in meetings with a multidisciplinary team to provide knowledge and implement a plan of care for survivors
* Attend workshops, webinars, and/or engage in professional working groups relevant to working with this population
* Adheres to NSC’s guidelines and ensures the appropriate handling of confidential information
* Other duties or projects as assigned within the scope of position expectations

**Knowledge, Skills, and Abilities**

* Knowledge of community resources that impact refugees and/or immigrants
* Strong organizational and time management skills
* Ability to multi-task and problem solve under pressure
* Possesses excellent interpersonal skills as demonstrated by the ability to interact effectively with individuals from diverse cultural and language backgrounds
* Must demonstrate strong written and verbal communication skills
* Ability to work in fast-paced environment and understand the issues that are faced by refugee and immigrant populations
* Proven ability to work effectively both independently and collaboratively as a part of a team
* Ability to effectively use standard office equipment
* Must be proficient in Microsoft Office, PowerPoint and Excel
* Have background knowledge of trauma-informed model/practice
* Adheres to all NSC and departmental policies and procedures

**Experience, Education, and Licensure**

**Minimum Experience:** 1-2 years of case management experience and/or experience working with the refugee and immigrant community.

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

**Level of Language Proficiency:** Bilingual skills preferred with a strong preference for Arabic/French.

**Work Environment:**

The work environment characteristics 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.

* Able to participate in training sessions, presentations, and meetings
* Some travel may be required for the purpose of meeting with clients or vendors
* The noise level in the work environment is usually moderate

**Compensation:** The position is full-time, exempt, and includes health, dental and vision benefits and a 403(b) match plan. Salary is commensurate with experience.

**How to Apply** For consideration, please send your cover letter and resume to Human Resources, [jobs@nscphila.org](mailto:jobs@nscphila.org) by **April 15, 2019.**

*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.*