

**Nationalities Service Center – Job Announcement**

Philadelphia Partnership for Resilience Case Manager

**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 organizations.

The Case Manager position will report directly to the Project Coordinator of PPR and participate in Health and Wellness department activities if/as necessary.

**Essential Functions**

* 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 and Education**

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

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

Level of Language Proficiency: Bilingual skills in Arabic/French strongly preferred.

**Compensation**

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

**How to Apply**

Application deadline is **December 8, 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.