

**Nationalities Service Center – Job Announcement**

**Case Manager - Temporary Position**

**History and Mission**

Nationalities Service Center (NSC) is Philadelphia's leading immigrant and refugee services organization empowering individuals to build a self-sustaining and dignified future. We believe that immigrants and refugees are a critical part of the fabric of life in the United States, and it is our vision that all immigrants and refugees achieve a life of dignity, safety, stability, sustainable opportunities, and meaningful connections to their communities. To this end, NSC provides comprehensive services, including legal representation, community integration, access to health and wellness services, and opportunities to achieve English language proficiency.

**Position Overview**

The contracted Refugee Resettlement Case Manager (RRCM) position will provide case management services to current and incoming refugees within the NSC service area. The contracted RRCM 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 clients’ goals.

The RRCM position has internal contacts with the entire administrative staff and external contact with clients, 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 RRCM position will report directly to the Resettlement Manager and participate in department activities as necessary.

**Essential Functions**

1. Social service case management of refugee clients, including those enrolled in the federal Matching Grant and Reception and Placement programs, including:
   * Coordination of pre and post-arrival services, as required by funders and NSC.
   * Tracking services and client needs, meeting all deadlines, as required by funders and NSC.
   * Communication with third parties, relatives, school officials, Department of Public Welfare staff, public school staff and others on behalf of the clients, and assisting with transportation to these offices, as needed.
   * Maintaining accurate, timely and orderly case and database records and preparing reports in a timely and accurate manner.
   * Advocating on behalf of the clients and those similarly situated within NSC and throughout the boarder community.
2. Conduct all activities within the funders’ and NSC’s guidelines.
3. Actively participate in weekly case meetings and other department, agency, community and provider meetings, as needed.
4. Maintain and keep current client case files and track other case related documentation.
5. Conduct outreach through participation in outside events and distribution of materials, as needed.

**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**

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

**Compensation**

This position is contracted, temporary full time starting July 5th, 2016. Compensation is based on experience.

**How to Apply**

Application deadline is **June 30, 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.