



Position Announcement

## **Resettlement Case Manager/Quality Assurance Coordinator (1 FTE)**

### **JOB SUMMARY**

The Resettlement Case Manager provides services to newly arrived refugees and other immigrants during the initial ninety-day period of resettlement, in coordination with other staff, agency volunteers, and partner organizations. This person will also oversee Quality Assurance of the resettlement programs.

### **OUR AGENCY**

**ABOUT THE ORGANIZATION:** Jewish Social Services (JSS) is a 40+year-old organization, comprised of people committed to improving the lives of individuals and families of all religions and nationalities. We meet people where they are. Our programs are designed to help people manage mental health and physical health; to care for and connect seniors to needed services and programs; to provide emergency financial assistance to empower them with self-sufficiency; and to welcome and help resettle and provide legal assistance to refugees from around the world. Agency offices are located on the westside of Madison.

### **GENERAL DUTIES**

- Implement Quality Assurance practices for all Resettlement programs – ensuring services, case notes and case files are of a high quality and meet the requirements of grant funding.
- Coordinate refugees' arrival and post-arrival arrangements.
- Conduct the initial and second home visits required by the resettlement contract.
- Complete required orientation for each family as well as the Cultural Orientation assessment.
- Enroll the refugee family with ESL, Social Security, Social Services, medical services, and schools.
- Provide comprehensive case management during the initial ninety-day resettlement period, staying in close contact with refugee families as needed.
- Provide case management post ninety days, as needed, with a focus on employment.
- Maintain clear, up-to-date documentation in online database as well as hard-copy case files.
- Conduct exit interviews with clients and complete all required forms.
- Submit reports to national resettlement agency, HIAS and WI Bureau of Refugee Programs.
- Work closely with volunteer staff, and JSS and Open Doors for Refugees volunteers.
- Work collaboratively with the resettlement team and with all JSS staff.
- Work closely with medical and dental partners facilitate linkages for families to receive appropriate medical, dental, mental health and social services.

Jewish Social Services of Madison – 6434 Enterprise Lane – Madison, WI, 53719

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- Document activity associated with non-resettlement services for other JSS programs, often extending beyond the ninety-day resettlement period.
- Other duties as assigned by directors of the agency.

## SKILLS & EXPERIENCE

- Minimum of two years' experience as a social services' case manager.
- High degree of organization and attention to detail.
- Experience working with immigrants and refugees.
- Ability to maintain strict confidentiality.
- Patience, compassion, and flexibility.
- Ability to work independently and as part of a team.
- Excellent interpersonal skills with people of all ages.
- Microsoft office skills including Microsoft Word and Excel.
- Well-developed verbal and written skills.
- Safe driving record, current WI driver's license, and access to vehicle; able and willing to transport clients when necessary.
- High school or GED required. Bachelors' or masters' degrees in social work preferred.

Not required, but nice to have:

- Familiarity with the refugee communities served, particularly Afghans and Congolese, with demonstrated competence and sensitivity.
- Fluency in Farsi/Dari, Pashto, Swahili or Arabic.

## COMPENSATION AND BENEFITS

Compensation is \$39,000-\$45,000 depending on experience. This is a 40 hour/week position. Generous benefits include medical, dental, long-term disability, life insurance, flex spending, 403(b) with 5% agency contribution (after 1 year), vacation and sick days, secular, Jewish and floating holidays:

## TO APPLY

Please submit a thoughtful cover letter and resume to [hr@jssmadison.org](mailto:hr@jssmadison.org). Please include **RR-Case Manager** in the subject line. Position open until filled.

*Jewish Social Services is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.*

*If you need assistance or accommodation due to a disability, you may contact us at [office@jssmadison.org](mailto:office@jssmadison.org) or you may call us at (608) 442-4081.*