



Position Announcement
Resettlement Case Manager, ICM (1 FTE)

Job Title: Resettlement Case Manager, ICM

Reports To: Resettlement Director

Status: Full time, Non-Exempt

Location: Madison, WI

JOB SUMMARY

The Resettlement Case Manager, ICM provides intensive case management and extended cultural orientation support to ensure the integration and stability of newly arrived immigrants facing particular barriers. This position is responsible for providing individualized services to refugees and asylees who require additional support services to reach self-sufficiency. This position will also organize and facilitate JSS' Mental Health and Psychosocial Support group programming.

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Work with clients in caseload to develop strengths-based, goal-orientated service plan to support clients on their path to stability, self-sufficiency and integration.
- Provide comprehensive case management, including advocating for and coordinating access to benefits; connecting clients to medical care and education services; conducting home visits; and facilitating community navigation and the creation of social support networks.
- Plan for and assist with Mental Health and Psychosocial Support group programming, using tested curriculum.
- Deliver tailored orientation sessions to individuals and groups to cultivate skills and independence; assess participants' progress and retention of content.

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- Develop and maintain a thorough knowledge of the Office of Refugee Resettlement's Preferred Communities program (intensive case management program) and stay informed of programmatic updates and training opportunities.
- Ensure complete, accurate and timely documentation for each case file in accordance with grant requirements.
- Create data and narrative program reports on grant outcomes and programmatic successes.
- Collaborate across agency programs and cultivate relationships with other community organizations to ensure client and agency goals are met. Provide information and referrals to clients, as needed.
- Develop and maintain knowledge of best practices in medical and mental health case management as well as immigrant integration strategies, policies and practices.

SKILLS & EXPERIENCE

- Minimum of two years of trauma-informed case management experience required, with demonstrated ability to handle competing priorities.
- Experience working with immigrants and refugees.
- Ability to effectively communicate with people who are preliterate and/or learning English.
- Patience, compassion, and flexibility.
- Strong computer and writing skills to ensure effective case file maintenance.
- 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.
- High degree of organization and attention to detail.
- Safe driving record, current WI driver's license, and access to vehicle; able and willing to transport clients when necessary.
- A Bachelors' masters' degrees in social work preferred. You may substitute a high school diploma or GED plus at least four years of experience.

Not required, but a plus:

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

COMPENSATION AND BENEFITS

Compensation is \$40,000- \$52,000 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.

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TO APPLY

Please submit a thoughtful cover letter and resume to hr@jssmadison.org. Include **RR-ICM Case Manager** in the subject line. This position will be posted until it is filled but priority will be given to applicants who submit early, so don't wait. Apply today!

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 or you may call us at (608) 442-4081.