



Position Announcement
Case Manager – Refugee Support Services

Job Title: Case Manager – Refugee Support Services

Reports To: Resettlement Director

Status: Full time, Non-Exempt

Location: Madison, WI

Jewish Social Services
Case Manager – Refugee Support Services

The Case Manager will both assist eligible refugee clients to secure employment and help them to access needed housing, medical, social, educational, and other services that might prevent successful employment. Additionally, the case manager will maintain existing employer relationships and develop new employment opportunities by proactively networking with potential employers and explaining the benefits of employing refugees.

ABOUT THE ORGANIZATION: Jewish Social Services is a 40+year-old organization, comprised of people committed to improving the lives of individuals and families of all religions and nationalities. 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.

Essential Responsibilities include providing:

- Culturally and linguistically appropriate services as part of the Refugee Support Services (RSS) program, including assessing clients' strengths, needs and employability, preparing and maintaining Family Self-Sufficiency Plans (FSSPs), assisting clients in finding appropriate employment through job development and employer contacts, providing on-the-job support to facilitate employment retention and self-sufficiency.
- Job development services through outreach and employer research, as well as recruitment of new employers.
- Employment preparation services, including job orientation activities that include introduction to U.S. workplace expectations and norms, development of job search and interviewing skills, development of client resumes, assistance with job applications.
- Transitional support services designed to help clients obtain and retain employment and/or obtain and maintain self-sufficiency, including assisting clients in obtaining childcare, transportation to the job, and information regarding and referral to other services that will help clients maintain employment/self-sufficiency, including translation and interpretation.
- Follow-up and update FSSPs as required by the RSS grant.

- Referrals to short-term vocational training and other programs that can improve clients' employability and self-sufficiency.
- Up to date, working knowledge of best practices in trauma-informed, client-centered case management.
- An up to date and nuanced understanding of program contracts and requirements.
- Case files and submitting written reports as required; and
- Perform other work-related duties as assigned by supervisor.

Qualifications:

- Minimum of one year of trauma-informed case management experience required, with demonstrated ability to handle competing priorities.
- Proven ability to contribute both independently and as a key team member.
- Self-starter with excellent problem-solving skills combined with the proven ability to prioritize duties, and manage time effectively.
- Detail oriented with excellent organizational skills and ability to multi-task
- Proficient in Microsoft Office applications, databases, email, and internet applications.
- Demonstrated ability to take initiative, work under pressure and handle competing priorities.
- Must be able to work a flexible schedule that prioritizes clients' needs and capabilities. Some evening and weekend work required.
- Fluency in English, both verbal and written.
- Safe driving record, current WI driver's license, and access to vehicle; able and willing to transport clients when necessary.
- Language skills beyond English a plus. Most common client-speaking languages are: Swahili, Dari/Farsi, Pashto, Kinyarwanda, Arabic, Russian and Ukrainian.
- A Bachelors' masters' degrees in social work preferred. You may substitute a high school diploma or GED plus at least four years of relevant experience.

Compensation and Benefits

This is a 40 hour/week position, with flexibility to perform some work remotely. Benefits include: Compensation is \$39,000- \$50,000 depending on experience. This is a 40 hour/week position. Generous benefits include medical, dental, short-term disability, 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. Include **Case Manager - RSS** 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.

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