



## Position Announcement

# Refugee Resettlement Case Manager (1 FTE)

**Job Title:** Refugee Resettlement Case Manager

**Reports To:** Resettlement Director

**Status:** Full time

**Location:** Madison, WI

### **Job Summary:**

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

### **Our Agency:**

Jewish Social Services (JSS) is a 40-year-old organization, working to improve the lives of individuals and families of all religions and nationalities. Our programs help people manage mental health and physical health; we care for and connect seniors to needed services and programs; we provide emergency financial help to rebuild self-sufficiency; and we welcome and help resettle and provide legal assistance to refugees from around the world. Our offices are located on the west side of Madison.

### **Essential 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.

- 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.
- Must be able to work with populations of all ages and backgrounds

**Essential Qualifications:**

- 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' degree. Masters' degree in social work preferred. A combination of work experience and degree will be considered.

Not required, but a plus:

- Familiarity with refugees and vulnerable communities served.
- Fluency in Farsi/Dari, Pashto, Swahili, Spanish, Arabic, Tigrinya or French.

**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, short-term disability, life insurance, flex spending, 403(b) with 5% agency contribution (after 1 year), vacation and sick days, secular, Jewish and floating holidays.

Interested individuals should send **a cover letter and resume** to Jewish Social Services at [HR@jssmadison.org](mailto:HR@jssmadison.org). Please include "Resettlement Case Manager" in the subject line.

*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.*