



Internal Resource Case Manager

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501(c)(3), ethnic community-based organization, dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come. The “Internal Resource Case Manager” will report to the “Uniting for Ukraine” Intake and Outreach Associate Program Manager and will assist Ukrainian Humanitarian Parolees (UHP), and other refugees, to obtain the resources and life skills to become self-sufficient. **This is a full-time, 40-hour-per-week position.**

Major Responsibilities:

- Meet with clients in person, or by video/telephone, to explain NICE programs and eligibility
- Ensure all new UHP clients are assessed for benefits and given support in applying for SNAP, TANF, WIC, Refugee Medical Assistance (RMA), and TennCare as eligible
- Assist in assigning and enrolling UHP clients in employment based cash assistance programs as eligible: Refugee Cash Assistance/Refugee Support Services (RCA/RSS) and Matching Grant (MG)
- Collaborate with Immigration team members regarding Uniting for Ukraine
- Facilitate internal referrals for English classes and education-related services
- Conduct administrative tasks affiliated with program operations
- Manage and ensure successful and timely completion of reporting
- Maintain a caseload of clients (checking in, supporting needs, completing case notes, schedule appointments, etc) and follow guidelines determined by the program they are enrolled in – RCA/RSS or MG
- Create enrollment paperwork and lead enrollments for cash assistance and employment programs: Refugee Cash Assistance/Refugee Support Services (RCA/RSS) and Matching Grant (MG)
- Delivers specialized services to remove barriers to self-sufficiency for clients
- Attend team and organizational meetings as appropriate
- Provide transportation for clients as needed
- Help with other duties as assigned and support other clients as needed

Successful Candidates will demonstrate:

- Ability to work with a diverse team
- Ability to plan, prioritize, manage, and complete tasks on a deadline
- Ability to remain flexible and responsive to evolving program needs
- Committed to and persistent in meeting refugee clients’ needs
- Strong interpersonal and verbal communication skills



- High levels of motivation, self-reliance, and independence
- Attention to detail

Requirements:

- Excellent written and oral English proficiency
- Candidates that can speak Russian and/or Ukrainian are strongly preferred but not required
- Advanced computer, typing, and social media skills
- Knowledge of current TANF, social service, employment/labor, and welfare issues and trends preferred but not required
- Reliable transportation

Job Type: Full Time

Salary Range: \$38,000-\$39,000/ yr

Benefits: Paid holidays, vacation and PTO, health care reimbursement, and 401k.

Preferred Start Date: August 22, 2022

To Apply:

Send cover letter and resume to careers@empowernashville.org. Qualified candidates will be contacted for an interview. No calls or emails. Applications without requested information will not be considered.

Nashville International Center for Empowerment does not and shall not discriminate on the basis of race, ethnicity, color, religion (creed), gender, gender identity/expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors and vendors.

APPLICATIONS WILL BE ACCEPTED UNTIL THE POSITION IS FILLED