



NASHVILLE INTERNATIONAL
Center for Empowerment

Reception & Placement Case Manager Job Description

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501 (c) 3 community base organization dedicated to ensure refugees and immigrants achieve their full potentials now and for generations to come. The R&P Case Manager will report to the R&P Associate Manager. The R&P Case Manager will primarily support newly arriving refugees. The R&P Case Manager will help refugees obtain the resources and life skills to become self-sufficient and achieve sustained social and economic wellbeing. **This is a full-time 40+ hours position.**

Major Responsibilities:

- Pick up arriving refugees from the airport at any time of day
- Assist refugees in enrolling in social services (food stamps, social security card, ESL, DMV, etc.)
- Assist refugees in adjusting to life in Nashville (grocery shopping, doctor's appointments, etc.)
- Maintain detailed case files and case notes of each individual case
- Meet all mandated core service and paperwork deadlines and requirements
- Effectively communicate with refugee families, staff, supervisor, donors and volunteers
- Support Housing Specialist with apartment set ups - ability to lift and move heavy items (75lbs+)
- Support Resettlement program and fellow R&P case managers as needed
- Attend staff and program meetings as scheduled
- Other duties as assigned

Requirements:

- Ability to work under pressure and adhere to deadlines
- Excellent time management skills and ability to prioritize tasks
- Strong written and oral English proficiency (attention to detail with paperwork)
- Ability to drive a box truck and lift items over 75lbs repeatedly
- Strong interpersonal and verbal communication skills
- Ability to work as part of a team and independently
- Knowledge of MS Office, working in databases, internet and email
- Willingness to work occasional non-traditional hours, such as nights and weekends
- Ability to work as part of a diverse team
- Reliable transportation
- Previous experience working with refugees preferred but not required
- Undergraduate degree preferred but not required
- Candidates that can speak any of the following: Swahili, Kinyarwanda, Arabic, Dari, Spanish, Burmese or Nepali preferred but not required

Job Type: Full-Time

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

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

TO APPLY: Send cover letter **and** resume to careers@empowernashville.org.

Applications without requested information will not be considered.

Qualified candidates will be contacted for an interview. No calls or emails.

APPLICATIONS WILL BE RECEIVED UNTIL THE POSITION IS FILLED.

NICE is Equal Opportunity Employer