



## **“Uniting for Ukraine” Intake and Outreach Associate Program 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 “Uniting for Ukraine” Intake and Outreach Associate Program Manager will report to the Refugee Employment and Cash Assistance Manager. The “Uniting for Ukraine” Intake and Outreach Associate Program Manager will connect with the Ukrainian community, in Nashville and the surrounding areas. The goal is to connect newly arrived Ukrainian Humanitarian Parolees with NICE to assist with benefits and services that allow UHPs to achieve self-sufficiency. The majority of the work for this position will be leading the UHP program, managing 1-2 UHP program staff and carrying a caseload (70%). Community outreach and education on the UHP program will be the other function of this role, supervising 1 staff who will serve as the community mentorship specialist for the Resettlement department as a whole (30%). **This is a full-time, 40-hour-per-week position.**

### **Major Responsibilities:**

- Attend, participate, and lead community meetings regarding Uniting for Ukraine.
- Create materials and content to share with community groups and citizens about policy changes, resources, and benefits for UHPs.
- Supervise and assist the “Internal Resource Case Manager” and “UHP Administrative Assistant” with UHP duties
- Supervise and manage the “Community Mentorship Specialist”
- Assist in the creation and implementation of the community mentorship program
- Collaborate with Immigration team members and communicate policies to the Ukrainian community
- Understand and communicate benefits information regarding TANF, Food Stamps, and health insurance with clients
- Initiate enrollment and referral process for benefits and programs
- 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)



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- Ensure accurate documentation is collected and updated relating to caseloads
- Maintain small caseload of UHP clients and provide case management specific to their program enrollments
- Exercise excellent interpersonal skills and the ability to effectively communicate with individuals and groups, including but not limited to, public speaking and presentation skills
- Communicate and listen effectively; establish action plans for constituent interactions; manage stakeholders with varying agendas with respect and relational competency
- Develop project plans and realistic action plans; communicate changes and progress to stakeholders; complete projects on time and budget; manage project team activities
- 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
- Demonstrated knowledge of databases and data systems, especially federal and state
- Knowledge of current TANF, social service, employment/labor, and welfare issues and trends preferred but not required
- Reliable transportation

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**Job Type:** Full Time

**Salary Range:** \$40,000-\$43,000/ 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](mailto: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