



## **Refugee & Entrant Assistance Case Manager - Job Description**

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501(c)(3) community-based organization dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come.

The Federal Office of Refugee Resettlement (ORR) provides funding for a broad range of social services to refugees, both through States and in some cases through direct service grants. The purpose is to help refugees obtain employment, achieve economic self-sufficiency, and adjust socially as quickly as possible. The impact of over 250,000 Cuban/Haitian entrants over the last year continues to impact services to vulnerable individuals. The “Refugee & Entrant Assistance Case Manager” will report to the “UHP/REA Associate Program Manager” and will assist clients to obtain the resources and life skills to become self-sufficient. This is a full-time, 40-hour-per-week position.

### **General Responsibilities:**

- Meet with clients in person, or by video/telephone, to explain NICE programs and eligibility
- Ensure all new clients are assessed for benefits and given support in applying for SNAP, TANF, WIC, Refugee Medical Assistance (RMA), and TennCare as eligible.
- Collaborate with Immigration team members regarding the Refugee and Entrant Assistance program.
- 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.)
- Create enrollment paperwork and lead enrollments for cash assistance and employment programs.
- 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.
- Manage cases in Trello
- Utilize Microsoft Office 365 suite to organize and manage documentation and email

### **Requirements:**

- Ability to work with a diverse team
- Ability to plan, prioritize, manage, and complete tasks on a deadline



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- 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
- Excellent written and oral English proficiency
- Candidates that can speak Spanish and/or Creole are strongly preferred but not required
- Knowledge of current TANF, social services, employment/labor, and welfare issues and trends preferred but not required
- Reliable transportation
- Previous experience with Microsoft Office 365 suite and Trello is preferred but not required

**Salary & Benefits:**

- **Job Type:** Full Time
- **Salary Range:** \$37,000-\$40,000
- **Benefits:** Paid holidays, vacation and PTO, health insurance, dental, vision, and 401(k)
- **Preferred Start Date:** October 16, 2023

**To Apply:**

Send a cover letter, resume, and two professional references to [careers@empowernashville.org](mailto:careers@empowernashville.org). Applications without the 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.**

*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 staff members, clients, volunteers, subcontractors, and vendors.*