



NASHVILLE INTERNATIONAL
Center for Empowerment

Associate Manager of UHP Services

Nashville International Center for Empowerment, 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 Preferred Communities (PC) and Elders program supports Office of Refugee Resettlement (ORR)-eligible populations with challenging needs that require long-term case management, including those with serious medical and social adjustment service needs. The goal is to connect newly arrived Ukrainian Humanitarian Parolees (UHP) with NICE to assist with benefits and services that allow UHPs to achieve self-sufficiency.

*The Associate Manager of UHP Services will support the PC and Elders program staff. The Associate Manager will report to the PC-Elders Program Manager. The Associate Manager will connect with the Ukrainian community in Davidson County and the surrounding areas. This role will primarily support the development of sustainable intensive case management services for vulnerable Ukrainian populations. This role will administer projects that foster self-sufficiency and community integration. The Associate Manager will help clients obtain the resources and life skills needed to become self-sufficient and achieve sustained holistic wellbeing. **This is a full-time, 40-hour-per-week position.***

General Responsibilities

- Conducts community outreach to identify PC-Elders eligibility in the UHP community
- Creates and facilitates presentations for in-person/virtual workshops for PC-Elders UHP clients and UHP staff
- Provides on-going training to existing PC-Elders UHP staff and PC-Elders UHP new hires on program requirements, policies, and procedures
- Performs monthly PC-Elders UHP case file reviews and monitoring
- Conducts one-to-one and group feedback sessions
- Connects with local organizations to identify resources, create partnerships, and new initiatives
- Serves as liaison for key partnerships connecting client base to resources within immigration, education, medical and more
- Collaborates with Preferred Communities team to support newly enrolled PC/Elders UHP clients
- Completes data entry, including use of specialized database software
- Maintains filing and archiving systems to meet programmatic guidelines
- Provides culturally competent support to all clients
- Assures that all PC-Elders UHP health services program requirements are met on time
- Maintains professional and technical knowledge by attending agency in-service programs, educational workshops, state and national trainings and conferences, reviewing professional publications and establishing personal networks
- Attends weekly and quarterly staff and team/leadership meetings
- Participates in NICE staff training and development activities



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- Reports to the Program Manager for day-to-day operations
- Provides oversight to two UHP case managers
- Other duties as assigned

Requirements:

- Candidates that can speak any of the following: Ukrainian and Russian are preferred but not required
- Excellent written and oral English proficiency
- Advanced computer and typing skills
- Demonstrated knowledge of databases and data systems, especially federal and state
- Reliable transportation
- 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
- Strong interpersonal and verbal communication skills
- High levels of motivation, self-reliance, and independence
- Attention to detail
- Must hold a Bachelor's Degree in social work, social sciences, public health, non-profit management or related field
- Minimum 2-3 years of experience in non-profit settings

Salary & Benefits:

- **Job Type:** Full-Time
- **Salary Range:** \$41,000-\$45,000
- **Benefits:** Paid holidays, vacation and PTO, health insurance, dental, vision, and 401(k)

To Apply:

Send a cover letter, resume, and two professional references to 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.