



NASHVILLE INTERNATIONAL  
*Center for Empowerment*

### **Reception & Placement Case Manager/Housing Specialist 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 Reception & Placement Case Manager and Housing Specialist (R&P CM/HS) will report to the Reception & Placement Program Manager. The R&P CM/HS will split their time between supporting newly arriving refugees through case management and coordinating/performing all services in establishing client housing. The primary responsibilities will involve helping newly arrived refugees obtain the resources and life skills to become self-sufficient and achieve sustained social and economic wellbeing, in addition to developing partnerships with vendors to secure housing items. **This is a full-time 40+ hour 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
- Develop and maintain relationships with apartment complexes and other housing resources
- Develop relationships with companies, organizations, and individuals to secure quality housing items through purchase or in-kind donations
- Complete apartment bookings and utility set ups for new arriving families
- Coordinating & leading apartment set ups – **must be able to repeatedly lift and move heavy items (75lbs+)**
- Ensure refugee families are provided all required household items and all paperwork and receipts are processed
- Organize and maintain a donation storage unit
- 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 in a fast-paced environment
- Excellent time management skills and ability to prioritize tasks
- Strong written and oral English proficiency (attention to detail with paperwork)

- Ability to drive 18' box truck and lift/move items over 75lbs repeatedly (**non-negotiable requirement**)
- 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 or Burmese preferred but not required

**Job Type:** Full-Time

**Salary Range:** \$39,000-\$40,000

**Benefits:** Paid holidays, vacation and PTO, health/dental care and 401k

**TO APPLY:** Send cover letter **and** resume to [careers@empowernashville.org](mailto: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 an Equal Opportunity Employer