



Social Services Case Manager

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 Social Services Case Manager will provide direct support to the PC GAPS program for Nashville and Gallatin clients. This position will report to the Outreach & Case Management Coordinator. This role is responsible for leading outreach, recruitment, and enrollment efforts for Ukrainian, Afghan, and other ORR-eligible populations across Middle Tennessee. The Case Manager will play a key role in developing sustainable case management services for vulnerable individuals and administering programs that promote self-sufficiency and successful community integration. **This is a full-time, 40-hour-per-week position.**

General Responsibilities

- Ensure that all PC GAPS program requirements are met on time
- Reviews and analyzes program policies and inquiries in compliance with the Office of Refugee Resettlement (ORR) standards to ensure provision of timely and quality services to clients
- Supports community outreach efforts across Middle Tennessee
- Will be assigned specific PC GAPS enrollment target numbers that will need to be met and will be reviewed monthly
- Expected to carry a case load and provide case management services: medical appointments, applying for applicable benefits, employment, etc.
- Conducts client enrollment and intake, creates individualized case management plans, facilitates referrals to service providers, and ensures timely and compliant case file documentation
- Works closely with clients on barrier removal, one-on-one and/or in group settings
- Maintains client-related documentation standards by preparing and completing in a timely manner all required records and reports for all assigned clients in all data management systems (computerized case notes, ECDC database)
- Collaborate with Social Services team in Nashville and Gallatin to support all programs: PC-ICM, Elders, RSS, etc.
- Establishes the agency as a credible service provider by presenting information at community events and workshops
- 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 meetings
- Participates in NICE staff training and development activities
- Other duties as assigned

**Requirements:**

- Candidates that can speak any of the following: Ukrainian, Russian and Spanish 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 and valid driver's license
- This role involves significant driving across Middle Tennessee with potential for occasional overnight stays
- 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
- Bachelor's Degree in social work, social sciences, public health, non-profit management or related field preferred
- Minimum 2-3 years of experience in non-profit settings

Salary & Benefits:

- **Job Type:** Full-Time
- **Salary Range:** \$42,000-\$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.