



Outreach & Case Management Coordinator

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 Outreach & Case Management Coordinator position will support the Social Services team and specifically the PC GAPS program in Nashville. This role will report to the Associate Director of Social Services. You will lead the outreach, recruiting and enrolling of Ukrainian, Afghan and other ORR eligible populations in Middle Tennessee. You will primarily support the development of sustainable case management services for ORR eligible populations. **This is a full-time, 40-hour-per-week position.**

General Responsibilities

- Leads and conducts community outreach to identify ORR eligible populations with an emphasis on refugees, entrants, asylees, Afghans and Ukrainians
- Will be assigned specific PC GAPS enrollment target numbers that will need to be met and will be reviewed monthly
- Provides on-going training to existing PC-GAPS staff and new hires on program requirements, policies, and procedures
- Expected to carry a case load and provide case management services: medical appointments, applying for applicable benefits, employment, etc.
- Connect 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
- Collaborate with Social Services team in Nashville and Gallatin to support all programs: PC-ICM, Elders, RSS, etc.
- Completes data entry, including use of specialized database software
- Maintains filing and archiving systems to meet programmatic guidelines
- Performs monthly PC-GAPS case file reviews and monitoring
- Assures that all PC-GAPS 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
- Potential to provide oversight for 2-3 case managers
- 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:** \$45,000-\$50,000
- **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.