



Social Services 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 Social Services Case Manager will provide direct support to the Program of Initial Resettlement (**PIR**) and other Social Services programs. The Social Services Case Manager provides intensive case management services primarily during the first 90 days from a refugee's arrival into the US. The Social Services Case Manager has a vital role in the lives of newly arriving refugees as they assess and monitor refugees' needs and goals, advocate on their behalf to ensure they receive quality care and benefits and make referrals to internal programs and external organizations to ensure all core services are completed in a timely manner. The Social Services Case Manager reports to the Social Services Program Manager. This role will support and be based in our Nashville office. **This is a full-time 40+ hour position.**

General Responsibilities:

- Provides a comprehensive intake to newly arriving refugees that assesses client needs and goals, communicates expectations of the resettlement process and establishes a strong, supportive relationship with the client.
- Educates clients as they adjust to their new life in Nashville on how to access goods and services (grocery shopping, doctor's appointments, etc.).
- Ensures the provision of mandated core services including health screenings, applying for social security cards, public benefits, securing employment, school enrollment, and all other required services in a timely manner.
- Provides information and referrals that are culturally and financially appropriate to assist clients in maintaining basic needs and striving towards self-sufficiency.
- Welcomes arriving refugees at airport and provides essential post-arrival support (transportation, food, etc.)
- Creates and maintains detailed case notes documenting all services provided to clients in compliance with the Cooperative Agreement, PIR Guidelines, and NICE's policies and procedures through their 90-day PIR period.
- Ensures all mandated core services and paperwork comply with contract requirements and are achieved by set deadlines.
- Collaborates with other departments to encourage timely internal and external referrals and client support.
- Effectively communicates with refugee families, US ties, NICE staff and partners, supervisor, donors, and volunteers.
- Demonstrated ability to cultivate a respectful, supportive, and inclusive environment with team members and clients.
- Find Housing and apartment set ups - ability to lift and move heavy items (75lbs)



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- Supports Resettlement program, fellow Social Services Case Managers, and Transportation team as needed.
- Participates in team, program, and NICE staff training, development activities, and meetings
- Other duties as assigned

Requirements:

- Excellent time management skills and ability to prioritize tasks
- Strong written and oral English proficiency (attention to detail with paperwork)
- Strong interpersonal and verbal communication skills
- Effective communication with individuals from diverse cultural, religious, and language backgrounds
- Ability to work as part of a diverse team and independently
- Ability to work under pressure and adhere to deadlines
- Knowledge of MS Office, working in databases, internet and email
- Willingness to work occasional non-traditional hours, such as nights and weekends
- Previous experience working with refugees preferred but not required
- Undergraduate degree preferred but not required
- Candidates that can speak any of the following: Afrikaans, Swahili, Kinyarwanda, Arabic, Dari, or Spanish preferred but not required
- Ability to drive a box truck and lift items over 75lbs repeatedly
- Reliable transportation, clean driving record, unrestricted driver's license and car insurance

Salary & Benefits:

- **Job Type:** Full Time
- **Salary Range:** \$42,000-\$44,000
- **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.