



## **SOCIAL SERVICES CASE MANAGER – JOB DESCRIPTION**

Established in 2005, Nashville International Center for Empowerment (NICE) is a nonprofit 501(c)(3) ethnic community-based organization dedicated to ensuring that refugees and immigrants achieve their full potential now and for generations to come.

The NICE Social Services Program helps Office of Refugee Resettlement (ORR) - eligible clients work toward self-sufficiency through comprehensive social support services. The program provides short-term cash assistance, employment and job readiness support, and assistance with benefit navigation.

The Social Services Case Manager will work directly with clients to determine eligibility, assess needs and goals, advocate for quality services, and provide timely referrals to internal and external resources. The Case Manager will also support client enrollment, monitor compliance, and provide appropriate guidance at case closure. This position reports to the Social Services Manager and is a full-time role (40+ hours per week).

### **GENERAL RESPONSIBILITIES:**

- Build and maintain close relationships with the Ukrainian community as well as other eligible refugee populations to identify and engage potential clients for organizational programs and services.
- Manage client caseloads across multiple programs and clearly communicate program requirements.
- Must be willing to serve clients at either of the agency's office locations, as needed.
- Maintain accurate and timely case notes in compliance with federal, state, and contract guidelines.
- Organize and update client files in both digital and physical formats.
- Protect client confidentiality at all times.
- Provide client training as needed, including job readiness, resume building, public transportation use, and benefit navigation.
- Complete client intakes, assessments, enrollments, and case closures.
- Collaborate with internal teams (e.g., finance) to facilitate timely referrals and reporting.
- Supporting community engagement and outreach among refugee populations
- Foster positive relationships with clients, employers, and community stakeholders to support successful outcomes.
- Ensure case files and reports are accurate and meet grant and contract requirements.
- Conduct check-ins with clients as needed to monitor progress and compliance.
- Actively participate in team meetings, trainings, and organizational activities.
- Perform other duties as assigned.



## **REQUIREMENTS:**

- High motivation, self-reliance, and ability to work independently.
- Strong time management and organizational skills, with the ability to prioritize effectively.
- Excellent interpersonal, verbal, and written communication skills.
- Flexibility and responsiveness to changing program needs.
- Ability to work collaboratively within a diverse team.
- Capacity to perform well under pressure and meet deadlines.
- Strong attention to detail.
- Strong proficiency in written and spoken English, with attention to detail in documentation.
- Proficiency in MS Office, database systems, email, and internet applications.
- Ability to communicate effectively with individuals from diverse cultural, linguistic, and religious backgrounds.
- Willingness to work occasional evenings and weekends as needed.
- Previous experience working with refugees and immigrant communities preferred but not required.
- Bachelor's degree preferred but not required.
- Multilingual skills in Ukrainian, Swahili, Kinyarwanda, Arabic, Dari, Spanish, Burmese, or Nepali preferred, but not required.
- Reliable transportation, clean driving record and proof of insurance.

## **Salary & Benefits:**

- **Job Type:** Full Time
- **Salary Range:** \$40,000-\$42,000
- **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](mailto: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.*