



Social Services RSS 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 Refugee Support Services (RSS) program and other Social Services programs. The Social Services Case Manager provides employment services and case management services to eligible Refugees and other ORR-eligible populations to support their successful integration into the workforce and promote economic self-sufficiency. The Social Services Case Manager reports to the Social Services Program Coordinator. This role will support and be based in our Nashville office. **This is a full-time 40+ hour position.**

General Responsibilities:

- Conduct comprehensive intake and employment needs assessments with refugees and other ORR-eligible populations, identify client goals, strengths, and barriers to employment, explain program services and expectations, and establish supportive working relationships with clients and families.
- Develop individualized employment and service plans to help clients secure appropriate employment, improve job readiness, address barriers to workforce participation, and progress toward economic self-sufficiency.
- Provide RSS Case Management (RSS-CM) services to clients who are not seeking employment, including assessing individual and family needs, developing service plans, providing referrals to community resources, coordinating supportive services, monitoring client progress, and assisting clients in accessing resources that promote stability, well-being, and self-sufficiency in accordance with TOR RSS program guidelines.
- Provide employment services in accordance with TOR RSS program guidelines, including job readiness preparation, job search assistance, resume development, interview preparation, employment applications, and referrals to appropriate job opportunities.
- Provide education and guidance on workplace expectations, professional communication, workplace culture, employee rights and responsibilities, and strategies for successful employment and job retention.
- Connect clients with appropriate resources and referrals to address employment barriers, including transportation, language access, education, vocational training, credential recognition, and other supportive services, as applicable.
- Maintain accurate and timely client records, case notes, assessments, employment plans, and service documentation in accordance with TOR RSS program guidelines, contractual requirements, reporting standards, and NICE policies and procedures.
- Monitor client progress toward employment goals, provide follow-up on employment outcomes, address workplace challenges, and support job retention and continued progress toward self-sufficiency.



- Communicate effectively and professionally with clients and families, employers, NICE staff, community partners, training providers, and other stakeholders to coordinate services and support client's employment and career development.
- Foster a respectful, culturally responsive, supportive, and inclusive environment when working with clients, colleagues, volunteers, employers, and community partners.
- Participate in required team, program, and organization-wide meetings, trainings, and professional development activities.
- Perform other duties as assigned to support Social Services Department

Requirements:

- Strong organization and time management skills with the ability to meet deadlines.
- Strong written and verbal English communication skills with attention to detail.
- Ability to communicate effectively with people from diverse cultural and language backgrounds.
- Ability to work independently and as part of a team.
- Ability to work in a fast-paced environment and respond to changing priorities.
- Intermediate knowledge of Microsoft Office and ability to learn funder databases.
- Ability to work occasional evenings and weekends as needed.
- Experience working with refugees or immigrants preferred but not required.
- Undergraduate degree preferred but not required.
- Fluency in Afrikaans, Swahili, Kinyarwanda, Arabic, Dari, Spanish, or another language spoken by NICE clients preferred.
- Ability and willingness to drive agency vehicles, including a box truck.
- Valid driver's license, reliable transportation, clean driving record, and car insurance required.

Salary & Benefits:

- **Job Type:** Full Time
- **Salary Range:** \$41,000-\$43,000
- **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.