NASHVILLE INTERNATIONAL
Center for Empowerment

Social Services PIR 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:

- Conduct comprehensive intake and needs assessments with newly arriving refugees, identify client goals and needs, explain the resettlement process and program expectations, and establish a supportive working relationship with clients and families.
- Welcome newly arriving refugees at the airport and coordinate immediate post-arrival needs, including transportation, food, housing, and other essential support.
- Assist with securing appropriate housing and coordinate apartment setup prior to or immediately following arrival, including moving and arranging furniture and household items.
- Ensure all required PIR core services are completed accurately and within required timeframes, including health screenings, Social Security applications, public benefits, school enrollment, employment referrals, and other required services.
- Provide ongoing orientation and education to help clients adjust to life in Nashville, including how to access transportation, grocery stores, healthcare, schools, community resources, and other essential services.
- Provide culturally and financially appropriate information, referrals, and resources that address identified needs and support client stability and progress toward self-sufficiency.
- Maintain accurate and timely client records, case notes, required forms, and supporting documentation throughout the 90-day PIR service period in compliance with PIR guidelines, contractual requirements, and NICE policies and procedures.
- Coordinate with NICE departments and community partners to ensure timely internal and external referrals for client services.
- Communicate effectively and professionally with clients and families, U.S. ties, NICE staff, community partners, donors, volunteers, and others involved in supporting clients.
- Support the Resettlement program, fellow Social Services Case Managers, and the Transportation team as needed to ensure timely and coordinated services for clients.
- Contribute to a respectful, supportive, and inclusive environment when working with clients, colleagues, volunteers, and community partners.
- Participate in required team, program, and organization-wide meetings, trainings, and professional development activities.

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- Perform physical activities associated with apartment setup and client support, including the ability to lift and move items weighing up to 75 pounds.
- Perform other duties as assigned to support Social Services Department and organizational needs.

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.
- Basic 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:** $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.