Refugee Case Manager

POSITION SUMMARY:

The position is responsible for coordinating and/or providing services to help refugee clients to identify, obtain, and retain housing, as well as employment. Case Manager will provide information, guidance, and coordination for program staff to strengthen employment placement and retention efforts. The Housing and Employment Case Manager contributes critical knowledge and guidance to other program staff related to public and private housing resources in the community, as well as a working knowledge of housing discrimination laws and landlord/tenant housing rights and responsibilities.

QUALIFICATIONS:

Bachelor (BA / BS etc.) required.

- Minimum of two years of experience working in housing, preferably experience working with refugee families.
- Experience in refugee related casework and community services.
- Ability to work independently and as a member of a team
- Excellent written and verbal communication skills
- Demonstrate good computer skills, with proficiency in Access Database and Excel
- Experience and ability to work with diverse groups of people

RESPONSIBILITIES:

- Maintain current knowledge of, and provide employment, and support services to qualifying refugee clients in accordance with contract, organization and accreditation standards.
- Secure housing in accordance with contact, organization and accreditation standards
- Assess refugee clients’ employability and assist in teaching clients basic employment skills assigning them to the appropriate Refugee Services program.
- Maintain ongoing contact and communication with employers; document activity related to suitability of clients, attendance, performance and evaluation; assist in providing job coaching as needed; develop and implement ongoing recruitment strategies for new clients.
- Conduct job market analysis, facilitate presentations within the community, review and maintain data base of available employers and positions to be matched with refugees.
- Maintain relevant reports and statistics related to client activities and program services.
- Collaborate with representatives and attend meetings of local organizations, committees, and other providers related to employment, training and housing.
- Participate in performance related goal setting and achievement to meet personal and organizational objectives and goals.
- Other related duties may be assigned or added.
• Satisfactory verification of criminal/abuse check. Reliable and ongoing personal transportation suitable for transporting clients when necessary. Travels locally using personal automobile. Valid PA driver's license. Good driving record. Proof of automobile insurance.
• Broaden and maintain network of landlords, property management corporations, and other resources for affordable housing
• Maintain and develop existing landlord database
• Ability to identify rental properties, potential landlords and emergency housing when needed

How to apply
To apply for this position, please send the following materials to kheir.mugwaneza@namsc.com
1. Resume
2. Cover letter, stating the basis for your interest in this position and why your qualifications make you the right candidate.