



Position: Refugee Social Services Case Manager
Department: Refugee Services
Reports To: Micaela Schuneman, Director of Refugee Services
FLSA Status: Exempt; Full-Time
Salary: \$33,000 - \$36,000 (depends on experience)

Description:

The Refugee Social Services (RSS) Case Manager will provide case management to refugees, asylees, victims of severe forms of trafficking, [Amerasian](#), Cuban/Haitian entrants, and Special Immigrant Visa holders to ensure that program participants are connected to social services and can meet all of their basic needs. This includes, but is not limited to: enrolling children in schools, connecting clients with medical providers, teaching clients how to access public transportation, and connecting clients to community organizations. The case manager is also required to input client data into database and maintain organized files.

Duties:

- Conduct thorough assessments of program eligibility and participants' needs and provide case management services to address identified needs.
- Community outreach to increase client enrollment in program.
- Document tasks in case notes in an organized and timely manner, complete necessary paperwork for each case, and maintain accurate and organized case files.
- Timely entry of client information into State of Minnesota database.
- Attend monthly meetings with RSS Consortium partners.
- Interpret for clients when necessary.
- Participate in annual Festival of Nations.
- Other duties as assigned.

Qualifications:

- Commitment to the human rights and general welfare of refugees and immigrants.
- Must be capable of working in a fast-paced, multicultural office environment, take initiative, and be able to handle and prioritize multiple assignments at once.
- Must have valid driver's license, insurance, and own car. Must be willing to transport clients in your vehicle.
- Must be fluent in Arabic, French, Kiswahili, or Somali.
- Bachelor's degree or equivalent experience.
- Excellent communication skills in written and spoken English required.
- Highly organized and ability to handle multiple projects simultaneously.
- Flexibility in schedule necessary.
- Ability to independently problem solve and identify solutions to issues that arise.
- Collaborate well with others in decision-making and project development.
- Experience with Microsoft Office applications.

To apply: Submit cover letter and resume to Micaela Schuneman via email (mschuneman@iimn.org). **No phone calls or walk-ins please.** Position is open until filled.