



Job Title: Reception and Placement Case Manager

Department: Refugee Services

Reports To: Director of Refugee Services

FLSA Status: 1.0 FTE, Exempt

Salary: \$44,000

Prepared Date: 9/13/21

Organization Description:

Since 1974 the International Institute of Minnesota (IIM) has resettled 25,000 refugees in the Twin Cities and remains one of the largest sponsors of refugees statewide. Its immigration and citizenship services helped nearly 13,000 New Americans achieve U.S. citizenship since 2001. IIM's annual Festival of Nations fosters community and honors culture and traditions of 100 unique ethnic communities. From 2012 to 2018, IIM experienced exponential growth, establishing the organization as an expert in education and workforce development for immigrant and refugee communities. With more than 21 million refugees worldwide waiting to begin new lives, and an increasing workforce shortage in Minnesota, IIM's programs continue to be important abroad and in Minnesota.

Position Purpose:

The Reception and Placement (R&P) Case Manager works closely with the Refugee Services team to work with refugee families during their first 90 days in Minnesota. This includes greeting arrivals at the airport, providing transportation to necessary appointments at the social security office, health clinics, county offices, schools, and employment services. The case manager also orients clients to their new community. The goal of the resettlement program is for each refugee client to be on the path to self-sufficiency after their first 90 days in the United States.

Position Requirements (Experience and Qualifications):

- Commitment to the human rights and general welfare of asylum seekers, 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.
- Bachelor's degree or relevant work experience in a relevant field preferred.
- Ability to speak Arabic, Amharic, Karen, Oromo, Tigrinya, Swahili or French preferred
- Valid driver's license and access to own transportation required. Must be willing to transport clients in your vehicle (this requirement is currently on hold due to COVID-19 pandemic).
- Must have ability to work some late nights and Saturdays.

- Must have strong organizational skills and attention to detail including comprehensive case noting.
- Experience with Microsoft Office applications.

Physical Demands

- Use of manual dexterity, tactile, visual, and audio acuity.
- Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands.
- Occasional lifting (up to 25 pounds), bending, pulling, and carrying.

Position Duties and Responsibilities:

- Read and understand program requirements in annual R&P Cooperative Agreement.
- Meet refugee families at the airport and transport them to their new home.
- Conduct home safety visits and orientations to life in the United States.
- Arrange appointments for public assistance, medical visits, social security office, school enrollment, and other necessary appointments within required timeframe.
- Arrange transportation so clients can attend appointments.
- Interpret for clients and/or family members as necessary.
- Document tasks in case notes in an organized and timely manner and complete necessary and required paperwork for each case.
- Attend weekly, monthly, and quarterly staff meetings.
- Work with Program Manager to develop, implement and analyze client feedback in accordance with Equity Plan.
- Work with Program Manager and Program Director to use data collected from client to improve program implementation and/or create new programs or activities to enhance client experience.
- Other duties as assigned.

To Apply:

Submit cover letter and resume to Rachel Lee via email (rlee@iimn.org) with subject line "Resettlement Case Manager." Position open until filled. No phone calls or walk-ins please.