



INTERNATIONAL INSTITUTE
of Minnesota

Job Title: Housing Case Manager

Department: Refugee Services

Reports To: Director of Refugee Services

FLSA Status: Exempt, 1.0 FTE (37.50 hours/week)

Salary Range: \$44,000 - \$45,000

Prepared Date: 12/15/2021

Organization Description:

The International Institute of Minnesota (IIM) is a fast-paced, innovative organization with talented staff who are mission driven and support one another in their work. Since 1974 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 15,000 New Americans achieve U.S. citizenship since 2001. 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 in demand and important abroad and in Minnesota.

Purpose:

The Housing Case Manager works closely with the Refugee Services team to find and secure safe, sanitary, and affordable housing for clients and provides case management support to help clients maintain housing. This includes identifying housing options, negotiating lease terms with landlords, responding to maintenance concerns, resolving landlord-tenant disputes, and coordinating the set-up of furniture and household goods. This position also procures household goods donations, tracks inventory for household goods, provides education sessions on housing topics, conducts landlord outreach, and trains housing volunteers.

Duties and Responsibilities:

- Build and maintain relationships with local landlords and conduct searches to locate affordable housing in the Minneapolis-St. Paul metro area.
- Visit housing to conduct home safety checks; follow up on maintenance/safety concerns.
- Perform set-up of furniture and household goods.
- Help clients sign and understand leases.
- Work with staff to identify New Americans who are or are at risk of becoming homeless by understanding clients' barriers to finding and keeping housing.
- Educate clients and students about tenants' rights and responsibilities, including topics such as pest control, laundry, baby-proofing, and maintaining sanitary living conditions.
- Enter case notes into CRM database.
- Scheduling volunteers to help with housing set-ups.

- Train and supervise housing intern each semester.
- Attend community housing meetings to represent the needs of refugees and immigrants.
- Interpret for clients and/or family members as necessary.
- Document tasks in case notes in an organized and timely manner and complete necessary paperwork for each case.
- Attend weekly, monthly, and quarterly staff meetings.
- Other duties as assigned.

Requirements:

- Fully vaccinated for COVID-19
- 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 work experience in a relevant field preferred.
- Ability to speak Burmese, French, Karen, Kiswahili, Somali, or Tigrinya required.
- Housing rental experience required; Twin Cities' housing experience preferred.
- Valid driver's license and access to own transportation required. Must transport clients in your vehicle.
- Must have ability to work some late nights and Saturdays.
- Must have strong organizational skills and attention to detail.
- 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/or standing, and sustained visual and mental applications and demands.
- Occasional lifting (up to 25 pounds), bending, pulling, and carrying.

EEO Statement:

International Institute of MN is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

To Apply:

Submit cover letter and resume to Rachel Lee via email rlee@iimn.org. Position opened until filled. No phone calls or walk-ins please.

Revised: 12/15/2021