



INTERNATIONAL INSTITUTE  
*of Minnesota*

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**Job Title:** Youth Enrichment & Support Case Manager

**Department:** Youth Enrichment & Support

**Reports To:** Youth Enrichment & Support Program Manager

**FLSA Status:** Exempt, 1.0 FTE

**Salary Range:** \$41,000 - \$43,000

**Prepared Date:** 12/13/2021

**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 Case Manager will work as part of the Youth Enrichment and Support Team of IIM. The Youth Enrichment and Support program provides the USCRI's Relationships, Education, Advancement, and Development for Youth for Life (READY4Life) national program at the local level. This program supports refugee and immigrant youth ages 14 to 24 through the provision of Relationship Enhancement® education, comprehensive case management, and support services that bolster positive socioemotional development and promote successful transitions to young adulthood. The program includes a Randomized-Controlled Trial impact evaluation in partnership with an outside evaluation team.

The Case Manager will also provide support to the College Readiness Academy program. College Readiness Academy instruction focuses on college-level reading, writing, vocabulary-building, computer, and study skills in order to support traditionally under-served students with academic and/or personal barriers to college. To supplement this academic preparation, two full-time Navigators are on staff to prepare students for the transition into college and support them once they are enrolled. The Case Manager will assist the navigators in outreach, recruitment, and data entry.

### **Duties and Responsibilities:**

#### Youth Enrichment and Support (YES):

- The Case Manager is responsible for assisting refugee and immigrant youth to overcome barriers through trauma-informed, strengths-based, referral-based case management.
- The Case Manager will conduct initial intake and assessment surveys, refer clients to needed services to assist them to move towards positive socioemotional development and successful transitions to young adulthood.
- Case Managers have the responsibility for maintaining case files, submitting written reports as required, providing cross-cultural information, orienting refugee and immigrant youth to their new community, and ensuring a smooth process of resettlement
- The majority of the Case Manager's time will be responsible for entering and updating data on all program participants into several database systems in a timely manner. This position will also be responsible for pulling data from the various database systems to be included in reports.
- Assist with outreach, promotion, recruitment, and enrollment of program participants.
- Assist with class instruction, as needed.
- Participate in YES team meetings.

#### College Readiness Academy (CRA):

- Assist with outreach, promotion, recruitment and enrollment of program participants.
- Assist with entering data on program participants into several databases in a timely manner.
- Participate in CRA team meetings.

### **Requirements:**

- Fully vaccinated for COVID-19
- Prior experience working with refugee and immigrant youth strongly preferred.
- Excellent interpersonal and communications skills.
- Proficient in the use of MS Word, MS Excel, and database programs, such as Dynamics 365, nFORM and Workforce One.
- Excellent time-management and organizational skills; high attention to detail
- Ability to work as a team member and independently, with a high level of self-motivation and ability to meet goals and deadlines in a fast-paced environment.
- Bilingual/multilingual ability strongly preferred.
- Prior experience with social services provision, employment services or refugee resettlement is preferred.
- The candidate must have dedication to the human rights of refugees, immigrants, asylum seekers and displaced people.
- The candidate must have valid Driver's License, insurance, clean driving record and personal transportation.

### **Training Requirements:**

- Satisfactory Completion of USCRI's Orientation and Training;
- Satisfactory completion of annual mandatory training; and
- Complete additional training and job duties as identified by supervisor(s), program director or Human Resources

**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.

**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 Tanya Battista via email [tbattista@iimn.org](mailto:tbattista@iimn.org). Position opened until filled. No phone calls or walk-ins please.

Revised: 12/13/2021