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**Job Title:** Case Aide  
**Department:** Refugee Services  
**Reports To:** Director of Refugee Services  
**FLSA Status:** Exempt, 1.0 FTE  
**Salary Range:** \$43,000 annually  
**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:**

This Case Aide position works with Afghan Resettlement and Refugee Services team to provide Afghans with case management services 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 program is for each client to be on the path to self-sufficiency after their first 90 days after placement in the United States.

**Duties and Responsibilities:**

- Prepare case files
- Help orient clients to life in the United States.
- Transport clients to appointments for public assistance, social security office, school enrollment, etc.
- Meet refugee families at the airport and transport them to their new homes.
- Document tasks in case notes in an organized and timely manner.
- Assist case managers with completing necessary paperwork for each case and maintaining accurate and organized files.
- Interpret for clients when necessary.
- Assist with locating short-term and long-term housing solutions and setting up homes for new arrivals to ensure homes are furnished with necessities according to program requirements.

- Assist with 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.
- Attend weekly, monthly, and quarterly staff meetings.
- Other duties as assigned.

**Requirements:**

- Fully COVID-19 Vaccinated
- Commitment to the human rights and general welfare of parolees, 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.
- Valid driver's license and access to own transportation required. Must be willing to transport clients in your vehicle.
- Must have ability to work some late nights and Weekends.
- Must have strong organizational skills and attention to detail including comprehensive case noting
- Experience with Microsoft Office applications.
- Bachelor's degree or relevant work experience in a relevant field preferred.
- Ability to speak Pashto or Dari is a plus.

**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.
- Occasional driving of vehicle.

**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 at [rlee@iimn.org](mailto:rlee@iimn.org) with APA Case Aide as the subject. Position opened until filled. No phone calls or walk-ins please.

Revised: 1/5/2022