



Job Title: Case Manager
Department: Refugee Services
Reports To: Director of Refugee Services
FLSA Status: Exempt, 1.0 FTE
Salary Range: \$45,000
Prepared Date: 1/3/2022

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 Manager 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. This is a temporary position.

Duties and Responsibilities:

- Read and understand program requirements in annual Resettlement and Placement Cooperative Agreement to understand similar responsibilities in the APA program.
- Meet refugee and parolee families at the airport and transport them to their new home.
- Locate short-term and long-term housing solutions and set up homes for new arrivals to ensure each home is fully furnished with necessities according to program requirements.
- Conduct home safety visits and orientations to life in the United States.
- Assist with applications for public benefits such as SNAP, cash, childcare, and health care
- 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.
- Arrange for interpreters for clients as needed.

- 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 clients to improve program implementation and/or create new programs or activities to enhance client experience.
- Other duties as assigned.

Requirements:

- Fully vaccinated for COVID-19
- 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.
- Bachelor's degree or relevant work experience in a relevant field preferred.
- Must have a card. Valid driver's license and insurance 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.
- Excellent written and oral communication skills.
- Skilled in problem solving and able to independently address issues as they arise.
- 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.

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. Position open until filled. No phone calls or walk-ins please.