



INTERNATIONAL INSTITUTE *of Minnesota*

Job Title: Preferred Communities Case Manager

Department: Refugee Services (Preferred Communities Program Team)

Reports To: Director of Refugee Services

FLSA Status: Exempt, 1.0 FTE

Salary Range: \$46,000-48,000

Prepared Date: 1-7-2022

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.

Position Purpose

The Preferred Communities Case Manager is responsible for providing extended case management services to particularly vulnerable refugee clients. The position will work with a dynamic team to provide services to newly arrived refugees and Afghans. The Preferred Communities Case Manager will work primarily with clients who have medical needs that make it too challenging for them to become self-sufficient after the initial resettlement period of 90 days. The position will also report case progress to the Director of Refugee Services and our national agency (USCRI).

Position Duties and Responsibilities

- Arrange appointments for medical visits, social security office, school enrollments, etc.
- Provide transportation for clients to and from appointments.
- Document tasks in case notes in an organized and timely manner, complete necessary paperwork for each case, and maintain accurate and organized case files.

- Perform outreach and connect with community organizations as needed based on clients' medical conditions.
- Assist clients with insurance applications, provide health care and medical system orientation.
- Attend weekly case manager meetings.
- Gather data and provide reports to USCRI using measurement tools established by USCRI.
- Other duties as assigned.

Position Requirements (experience and qualification):

- Undergraduate degree preferred but equivalent experience will be considered.
- Driver's license, insurance, and reliable transportation required to transport clients.
- Experience working with refugees, immigrants, and asylees preferred.
- Excellent written and oral communication skills.
- Highly organized and able to handle multiple projects simultaneously.
- Skilled in problem-solving and independently addressing issues as they arise.
- Experience with nonprofit administration and/or program design strongly encouraged.
- Ability to speak a second language (Arabic, Burmese, Dari, Pashto, Karen, Kiswahili, or Somali) preferred.

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 personal 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 Kate Raleigh via email kraleigh@iimn.org. Position opened until filled. No phone calls or walk-ins please.