



INTERNATIONAL INSTITUTE  
*of Minnesota*

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**Job Title:** Case Manager  
**Department:** Refugee Services  
**Reports To:** Director of Refugee Services  
**FLSA Status:** Exempt, 1.0 FTE  
**Salary Range:** \$48,000  
**Prepared Date:** 10/25/2022

**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:**

The Case Manager position works with Refugees, Asylees and/or Humanitarian Parolees within the Refugee Services to provide case management services for at least 90 days. This includes assessing client needs and creating short term and long-term goals. Creating service plans to address client needs, submitting applications for qualifying benefits, providing transportation to necessary appointments such as those at the social security office, health clinics, county offices, schools, and referrals to other resources such as employment and immigration services. The case manager also orients clients to their new community and connects to community resources. The goal of the program is for each client to be on the path to self-sufficiency after their first 90 days in the program. This posting is used to fill multiple case manager position within the Refugee Services Department.

**Duties and Responsibilities:**

- Read and understand program requirements and attend any trainings relevant to the program.
- Meet refugee families and assess their needs and short-term goals.
- Referrals to internal and external resources and service providers such as IIMN's housing team, English classes, employment, and immigration services.
- 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 following the program core services timeline.
- Conduct file reviews and quality assurance of case files regularly.
- Attend weekly, monthly, and quarterly staff meetings.
- Work with Program Managers and Program Director to develop, implement and analyze client feedback in accordance with Equity Plan.
- Work with Program Managers 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.
- Ability to speak Ukrainian and/or Russian, Pashto, Dari, Arabic, Swahili, French, Amharic, Oromo or Somali is strongly preferred.
- Bachelor's degree or relevant work experience in a relevant field preferred.
- Must have a car. 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](mailto:rlee@iimn.org). Position open until filled. No phone calls or walk-ins please.