



---

**Job Title: Case Manager, Immigrant Youth Support Services Program**

**Department:** Refugee Services

**Reports To:** Director of Refugee Services

**FLSA Status:** Full-time, Exempt

**Updated:** 4/25/2023

**Salary Range:** \$50,000-\$54,000, depending on experience

**Organization Description:**

Since 1974 the International Institute of Minnesota (the Institute) 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 13,000 New Americans achieve U.S. citizenship since 2001. The Institute's annual Festival of Nations fosters community and honors culture and traditions of 100 unique ethnic communities. From 2012 to 2018, the Institute 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, the Institute's programs continue to be important abroad and in Minnesota.

**Position Purpose:**

The Case Manager will provide direct services to clients in the Immigrant Youth Support Services program, which assists clients through Minnesota's Safe Harbor network and a national network of programming for non-U.S. citizen children who have experienced severe forms of trafficking. The case manager will provide trauma-informed, child-centered case management to clients and connection to social services including healthcare – including mental health services, education, immigration legal resources, housing, and other wraparound services.

**Position Duties and Responsibilities:**

- Provide services to foreign-born trafficking survivors including, but not limited to intake, safety planning, conducting needs assessments and providing informal emotional support.
- Schedule appointments and arrange transportation for clients to and from appointments as needed
- Assist with case management and basic needs such as healthcare, housing, food, and referrals to other community resources to address client needs
- Manage funds allotted per client and maintain/submit required documentation
- Participate in the maintenance and development of the programs through regular coordinator calls, service calls, and community outreach
- Maintain case files and enter client information into program database(s)
- Prepare and deliver community presentations on human trafficking and the Institute's services as needed
- Attend monthly department meetings and bi-weekly program meetings

- Work with program director to prepare and submit timely grant reports
- Other duties as assigned

**Position Requirements (Experience and Qualifications):**

- Commitment to the human rights and general welfare of refugees and immigrants
- Ability to thrive in a fast-paced, multicultural environment, take initiative, and prioritize multiple needs
- Bachelor of Social Work, equivalent degree, or equivalent work experience (minimum 5 years)
- Bilingual in Spanish and English required.
- Experience working with youth, particularly immigrant youth and/or child victims of crimes
- Knowledge of the dynamics of trauma and trauma-informed care
- Knowledge of different systems (criminal justice systems, immigration and refugee systems, health and human services) and how systems impact crime victims
- Must be able to clearly communicate and work with various law enforcement entities and immigration professionals
- Experience with direct client services (i.e. case management or advocacy) preferred
- Ability to manage and track client funds
- Ability to work independently
- Must have valid driver's license, insurance, and own car and be willing to transport clients in your vehicle
- Fully vaccinated and bivalent boosted for COVID-19

**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 Minnesota values a diverse workplace and strongly encourages women, people of color, LGBT individuals, New Americans to apply. IIMN is an equal opportunity employer. Applicants will not be discriminated against because of race, color, sex, sexual orientation, gender identity, age, religion, national origin, citizenship status, disability, or any protected category prohibited by local, state, or federal laws.

**To apply:** Please send resume and cover letter to Micaela Schuneman via email: [mschuneman@iimn.org](mailto:mschuneman@iimn.org). No phone calls or walk-ins, please.

*References will be required at time of the final interview.*