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**Job Title: Reception and Placement (R&P) Case Manager**

**Department:** Refugee Services

**Reports To:** R&P and MG Senior Program Manager

**FLSA Status:** 1.0 FTE, Exempt

**Salary:** \$48,000

**Prepared Date:** 7/6/2023

**Organization Description:**

Since 1974 the International Institute of Minnesota (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 13,000 New Americans achieve U.S. citizenship since 2001. IIM's annual Festival of Nations fosters community and honors cultures and traditions of 100 unique ethnic communities. 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 important abroad and in Minnesota.

**Purpose:**

The Reception and Placement (R&P) Case Manager works closely with the Refugee Services team assisting refugee families 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 resettlement program is for each refugee client to be on the path to self-sufficiency after their first 90 days in the United States.

**Position Duties and Responsibilities:**

- Read and understand program requirements in annual R&P Cooperative Agreement.
- Meet refugee families at the airport and transport them to their new home.
- Conduct home safety visits and orientations to life in the United States.
- Complete intake papers and assist each client with creating short- and long-term goals.
- Complete all the required home visits and paperwork in a timely and efficient manner.
- 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 the required timeframe.
- Arrange transportation so clients can attend appointments.
- Interpret or arrange for interpreters for clients and/or family members as necessary.

- Make needed referrals to other services that will help advance client's goals.
- 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 client to improve program implementation and enhance client experience.
- Other duties as assigned.

**Requirements:**

- Fully vaccinated for COVID-19
- Commitment to the human rights and general welfare of 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.
- Ability to speak Arabic, Amharic, Oromo, Tigrinya, Karen, Spanish, Swahili or French preferred.
- Valid driver's license and access to own transportation required. Must be willing to transport clients in your vehicle.
- Must have the ability to work some late nights and weekends.
- Must have strong organizational skills and attention to detail including comprehensive case noting.
- 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 Aziza Mama, email at [amama@iimn.org](mailto:amama@iimn.org). Position open until filled. No phone calls or walk-ins please.