

**Center for New Americans Job Description**

**Position Title:** Afghan Health Coordinator

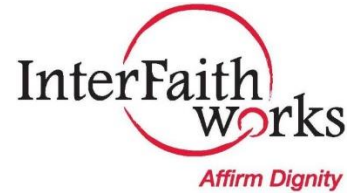
**Department:** Center for New Americans

**Classification:** Full-Time; Temporary (through 2/14/2026); Non-exempt

**Reports To:** Director of Health & Integration Services

**Salary:** \$42K-\$48K per year

**Created:** February 2023



**Agency Mission**

“InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.”

**Center for New Americans Description**

InterFaith Works’ Center for New Americans (CNA) started in 1992, resettling newly arriving refugees from areas of the world where war, conflict, and political repression have forced mass relocation of people across the borders of their homeland. Refugees are annually certified by the United Nations, and accepted by the US government, then settled in nearly 200 cities across the county, Syracuse being one of these. The CNA resettlement program provides support for the first 90-days which begins with meeting the refugee/family at the airport, delivering them to a pre-secured, furnished and affordable apartment, providing immediate spending cash, food, and basic safety information. The program then prepares a comprehensive resettlement plan which many include preparation for and securing employment, completion of an extended cultural orientation program, assisting the refugee/family to enroll in school to learn English, and facilitating connections to medical services. Additional CNA service programs which extend from three to five years beyond the initial resettlement period include the provision of ongoing, specialized, and intensive case management services, mental health and family wellness services, health literacy and education, employment assistance, citizenship preparation classes, immigration support, emergency assistance programs, and the facilitation of guided referrals to relevant community resources.

**Position Summary:**

This position is funded through the Office of Refugee Resettlement’s ‘Services to Afghan Survivors Impacted by Combat’ (SASIC) program. The program serves Afghan evacuees who arrived in the United States through Operation Allies Welcome (OAW) and require physical health, mental health, and socialization support due to demonstrated vulnerabilities. Core services provided by the Afghan Health Coordinator include intake and assessment, case management, referral, connection to mental health support, health care navigation, recruitment and outreach, crisis intervention, and community partner collaboration. Additionally, the Afghan Health Coordinator will maintain client files including case notes, conduct program eligibility screenings and assessments, and connect clients to additional services, as needed. The Afghan Health Coordinator will also facilitate transportation and interpretation services for clients. This position is supervised by the Director of Health and Integration Services and will work closely with other SASIC program partners at Catholic Charities, RISE, and SUNY Upstate Medical University.

**Qualifications:**

This individual should have prior experience in case management and/or refugee resettlement, a high level of initiative and creativity, proven ability to be an effective communicator, ability to handle a variety of tasks and responsibilities effectively, the ability to work with diverse groups of people with

diplomacy and discretion, and the ability to work with language interpreters, or to provide formal interpretation services directly.

Prospective candidates should also possess:

- Bachelor's degree in social work, public health, or human services is preferred. Candidates with degrees in related fields will also be considered.
- Excellent time management skills and ability to multi-task and prioritize work; attention to detail and problem-solving skills; and strong organizational and planning skills.
- Excellent written and verbal communication skills.
- Fluency in Dari, Pashto, and/or Farsi preferred.
- Experience in multi-cultural setting and knowledge of Afghan communities is preferred.
- Working knowledge of Microsoft Windows, Word, and Excel is expected, and ability to learn national resettlement databases and program-specific database.
- Ability to work collegially with other staff, interns, volunteers, and external community members.
- Valid New York State driver's license and reliable transportation required.
- Working conditions and physical demands required:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to travel regularly throughout the service delivery area (conducting home visits, agency visits, service provider visits/meetings etc.) at least 50% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
- Remain in a stationary position at a workstation and use a computer approximately 40% of the time.
- Ability to frequently sit for long periods attending meetings/trainings.
- Ability to lift up to 30 lbs.

### **Essential Functions:**

#### **Health Navigation and Coordination**

- Identify and recruit eligible Afghan clients to participate in program services including support groups, socialization activities, focus groups, educational activities, peer support opportunities, skill building sessions, and mental health services
- Complete enrollment paperwork and initial assessments for each program participant
- Conduct on-going progress assessments at specific intervals during service delivery
- Maintain comprehensive case files for each client including detailed case notes
- Provide healthcare navigation services by placing referrals to primary care, specialty, mental health, dental, and vision services
- Conduct home visits and attend client appointments
- Maintain frequent contact with clients receiving mental health support and provide additional follow-up services
- Maintain and facilitate the use of an on-site telehealth room for use by program participants
- Triage clients in crisis by communicating needs to the program Director
- Conduct program outreach with relevant stakeholders including Afghan leaders to engage and recruit new clients for program services and upcoming events

- Coordinate or provide transportation and interpretation services for all necessary client appointments
- Facilitate or assist with group events on/off site that align with program goals
- Utilize client-centered, strengths-based, and trauma-informed frameworks to guide service delivery

#### **Data Tracking & Reporting**

- Ensure that all clients have both physical and digital files utilizing the REDCap system
- Assist in the compilation of data and submission of reports to ORR, as requested by CYO
- Maintain detailed notes of all interactions with clients
- Participate in ORR check-in calls, trainings, and webinars, as requested

#### **Resource Connection**

- Refer clients to relevant internal and external resources including public benefits assistance, emergency rental or utility assistance, employment services, immigration services, wellness activities, health insurance enrollment, etc.

#### **Community Relations**

- Maintain relationships with key service providers including Catholic Charities, RISE, the Onondaga County Health Department, health care providers including SUNY Upstate Medical University, St. Joes, SCHC, CFM, and other human and social service agencies
- Assist in advocating for and raising the visibility of the refugees in the Syracuse community
- Participate in bi-weekly community partner meetings providing progress reports, program/client updates, and communicating ideas/concerns to stakeholders

#### **Agency & Administrative Support Functions**

- Attend in-house trainings and informational conferences, as requested
- Collaborate with other IFW staff, interns, and volunteers in order to improve client service
- Participate in all staff meetings, case planning meetings, and meetings with external providers
- Serve on internal committees to promote general agency concerns and contribute to a positive office climate
- Participate in all-agency activities such as the ILAD, United We End Racism, etc.

Other duties as assigned.

**To Apply:** Please send cover letter and resume to Melissa Morral at [mmorral@ifwcnyc.org](mailto:mmorral@ifwcnyc.org).