

Center for New Americans Job Description

Position Title:	Resettlement Caseworker
Reports To:	Assistant R&P Manager
Level of Decision-Making:	Medium
Classification:	Non-Exempt Position
Number of Vacancies:	1
Salary	\$21.00 per hour



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.”

Overview to the Program Area

InterFaith Works’ Center for New Americans (CNA) has been in operation since 1981, 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 resettled in 355 Affiliates across the county. CNA provides mandated support to refugees for the first 90-days, including meeting the refugee/family at the airport, securing and furnishing an affordable apartment, providing first cash, food, and safety training, then assisting the refugee/family to enroll in school to learn English, to become connected to medical services, and to prepare for and secure employment. Additional services extend beyond the 90-days which include intensive medical case management, mental health, immigration, Path to Citizenship, family wellness, and employment support for entry level workers, highly skilled immigrants, and youth ages 18-24, extended cultural orientation, and successful community integration. CNA also works to help newly forming ethnic community-based organizations to establish themselves and to provide ongoing support to the newly arriving families.

Position Summary:

This position will provide direct service to newly-arrived refugees in the Reception & Placement program, as required by cooperative agreements and contracts. The Case Worker will accompany the client to all necessary appointments, provide or arrange for interpretation, and keep accurate and up-to-date documentation and reports as required. This position is supervised by the Reception and Placement Manager.

Qualifications:

This individual should have experience in case management and 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, ability to be an effective team player, and provide formal interpretation directly, or work with language interpreters

- Associate’s or bachelor’s degree in human services or related field.
- Valid New York state driver’s license and reliable transportation.
- Must be fluent in English. Bilingual or multilingual capability beneficial, with a preference for a current or projected refugee caseload language (currently required language is Arabic, Burmese, Dari, Pashto, Somali, Spanish, and Ukrainian).

- Working knowledge of Microsoft Windows, Word, and Excel is expected, and the ability to learn national resettlement databases.

Essential Functions:

Client Services

- In coordination with other staff, ensure all core services are provided in a timely manner for every refugee assigned to the worker's caseload.
- Assist clients in applying for public benefits to which they are entitled, such as Social Security, SNAP, public assistance, Medicaid, HEAP, and WIC.
- Transport client to required appointments as necessary.
- Make sure all arrival, housing, and household furnishing requirements have been met per the Cooperative Agreements and periodic reporting requirements
- Provide or refer to the in-house resource and referral caseworker for "aftercare services" to clients such as public benefits recertification, emergency assistance, application for unemployment, and filing for Legal Permanent Resident status.
- Responsible for providing and following up on all necessary referrals as required by the State Department Co-Operative Agreement; referral includes but is not limited to employment services, medical services, ESL classes, and school for children.
- Keep accurate and up-to-date case file documentation, such as case notes and reports, as required.
- Assure that clients have received all resettlement money due to them in a timely manner and that all financial transactions are properly documented in case files
- Assist each case individual/ family assigned to set up goals and plans as required in the service plan.
- Assist in the provision of initial and ongoing cultural orientation.
- Responsible for conducting exit interviews at the end of 90 days of case management and ensuring all core services are provided in a timely manner.
- Report emergencies, serious difficulties, and potential significant problems with clients, other service providers, and staff to the Reception and Placement Manager immediately.
- Share on-call hours for picking up refugee arrivals and client emergencies with other staff members.

Community Relations

- Develop and maintain relationships with service providers including the SCSD Refugee Assistance Program, Catholic Charities Resettlement Program, the County Health Department, contracted health care providers, and other providers of education and employment services.
- Assist in advocating for and raising the visibility of the refugees in the Syracuse community.

Administration and Reporting

- Assure case files are secured confidentially and reporting standards are met.
- Work collaboratively with the Reception and Placement Manager to provide all necessary information on case file closure to prepare for 90-day period report.
- Responsible for providing monthly vouchers on time for agency credit cards.

Agency Support Functions

- Attend in-house trainings and informational conferences, as requested.

- Work collegially with other IFW staff, interns, and volunteers. Participate as a team member in staff meetings, case staff meetings, and all staff activities.
- Serve on internal committees to promote general agency concerns.
- Participate in all-agency activities such as the ILAD, United We End Racism, World Refugee Day, etc.
- Other duties as assigned.

The position will also complete other duties as assigned.

Hours

Full-time non-exempt hours, which may include nights and weekends, especially during peak arrivals.

To Apply: Please send cover letter and resume to Melissa Morral at mmorral@ifwcny.org.