

**Center for New Americans Job Description**

**Position Title:** Afghan Supplemental Assistance (ASA) Coordinator  
**Department:** Center for New Americans  
**Classification:** Full-Time; Temporary; Non-exempt  
**Reports To:** Director of Health & Integration Services  
**Salary:** \$43,000-\$48,000/Year



**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 provides initial 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, immigration services, 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 Preferred Communities Intensive Case Management program (PC ICM), which is administered by Episcopal Migration Ministries. The program serves individuals (refugees and other ORR-eligible populations) who require specialized services based on demonstrated vulnerabilities due to physical, mental health, or social needs that adversely affect the client’s ability to access services independently in their new environment. Specifically, this temporary position will focus on serving Afghan Parolees through September 29, 2024 at which time the position may be extended. The ASA Coordinator will support Afghan Parolee clients with direct assistance funding for housing, transportation, food, clothing, and other needs. The ASA Coordinator will also conduct pre-assessments with clients to determine if enrollment in the PC ICM program is necessary. Other general services expected include the provision of transportation and interpretation coordination, follow-up, home visits, and the facilitation of guided referrals. The ASA Coordinator will also track both programmatic and financial data for monthly reporting requirements. This position is supervised by the Director of Health & Integration Services and provides direct support to the Intensive Case Management team.

**Qualifications:**

This individual should have 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.

- Bachelor’s or Master’s Degree in Social Work 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.
- Bilingual or multilingual capability is beneficial. Fluency in Dari, Farsi, or Pashto is preferred.
- Experience in multi-cultural setting preferred.
- Working knowledge of Microsoft Windows, Word, and Excel is expected, and ability to learn national resettlement databases.
- Ability to work collegially with other staff, interns, volunteers and outside community members.
- Valid New York State driver’s license and reliable transportation
- 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 (home visits, agency visits, service provider visits 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:**

**Program Coordination**

- Conduct pre-enrollment assessments with clients to evaluate basic needs, medical and mental health status, family wellness, social supports, linkages to benefit systems, transportation, immigration, and financial literacy statuses.
- Determine if clients have immediate needs that can be supported by the program, including the provision of direct financial assistance and other “gap services”
- Work in collaboration with local landlords, low-income housing organizations, and immigration-related legal service providers to meet the long-term housing and immigration-related legal needs of Afghan clients
- Administer program intake and enrollment paperwork to each client
- Develop an individualized service plan in collaboration with each program beneficiary utilizing SMART (specific, measurable, attainable, relevant, and time-based) goal format to address 1.) client strengths and areas where support is needed, 2.) goals and action steps to be completed during enrollment, and 3.) barriers to reaching mutually developed goals
- Maintain frequent contact with assigned cases, including home visits not to exceed 30 days between face-to-face communication, and more if needed.
- Complete assessments every 180 days during the service period to evaluate the progress of each client.
- Close cases at the end of the client’s service period, providing a formal closure letter and case closure packet in accordance with funding requirements.
- Assist in the provision of initial and ongoing cultural orientation(s) related to mental health, physical health and wellness, and social resources.

### **Case Management Support**

- Coordinate or provide transportation and/or interpretation for all necessary client appointments
- Coordinate with internal and external service providers to facilitate relevant referrals
- Attend client appointments virtually or in-person
- Disseminate donated items to clients including clothing, personal care items, household goods, baby and children's supplies, groceries, technology, etc.

### **Data Collection & Reporting**

- Report on client assessment outcomes, referrals, and resources in the program database
- Maintain client case files, records, and comprehensive documentation in accordance with program requirements.
- Coordinate with program leadership regarding the writing and submission of semi-annual reports.
- Participate in quarterly check-in calls, trainings, and webinars.

### **Community Resource Connection**

- Refer clients to other internal programs for post 90-day services including public benefits recertification, emergency rental or utility assistance, unemployment applications, etc.
- Work with the in-house Immigration Services program to connect clients to services including family reunification, adjustment of status, criminal immigration support, etc.
- Assist clients in applying for public benefits to which they are entitled
- Coordinate with the housing department and case management team to ensure housing and other services are accessible for those with disabilities or other areas of vulnerability.

### **Community Relations**

- Maintain relationships with service providers including the SCSD Refugee Assistance Program, Catholic Charities, RISE, the Onondaga County Health Department, contracted health care providers including SUNY Upstate Medical University, and other human and social service agencies.
- Assist in advocating for and raising the visibility of the refugees in Syracuse.
- Serve as a point of contact for external services providers for all Afghan and ICM-related cases
- Collaborate with Community Engagement and Capacity Building Staff to ensure that clients are connected to culturally and linguistically appropriate mentors and volunteers
- Participate in national PC ICM Peer-to-Peer Learning Sessions, trainings, webinars, conferences, and meetings as requested by Episcopal Migration Ministries.

### **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 a cover letter and resume to Melissa Morral at [mmorral@ifwcnny.org](mailto:mmorral@ifwcnny.org).