



Benefits Associate Manager

Nashville International Center for Empowerment, established in 2005, is a nonprofit 501(c)(3) ethnic community-based organization dedicated to ensure refugees and immigrants achieve their full potential now and for generations to come. The Benefits Associate Manager will report to the R&P Program Manager. The Benefits Associate Manager will help refugees obtain the resources and life skills to become self-sufficient and achieve sustained social and economic wellbeing. This is a full time, 40 hour position.

Major Responsibilities

- Ensures that all new NICE clients are assessed for benefits eligibility and given support in applying for SNAP, TANF, WIC, Refugee Medical Assistance (RMA) and TennCare as eligible
- Supervises the Refugee Intake Specialist to ensure effective and smooth service provision for all eligible clients
- Facilitates outreach and education for TANF-eligible clients to increase awareness of and access to the TANF program and other benefits
- Conducts eligibility assessments and supports clients in applying for Department of Human Services (DHS) benefits and services
- Coordinates with the Tennessee Department of Human Services' specialized refugee unit to ensure NICE clients' can access DHS programs
- Provides general information to eligible refugees on programs and services available through DHS and other relevant benefits (such as WIC)
- Coordinates with USCRI/PCU for Refugee Medical Assistance (RMA) and with Family and Children Services for TennCare to help clients apply for eligible medical coverage
- Delivers specialized services to remove barriers to self-sufficiency for eligible clients
- Maintains partnerships with other non-profit organizations and community groups to ensure that refugee and immigrant communities have the information they need to access benefits
- Plans, prepares, and executes activities and events that inform the community about DHS benefits
- Conducts regular follow-ups and case management to meet client needs
- Maintains detailed case files and case notes for eligible clients served
- Meets all mandated core services and paperwork
- Manages and ensures successful and timely completion of reporting, including writing detailed and descriptive biannual and quarterly reports
- Assists with administrative tasks affiliated with program operations
- Other responsibilities as assigned



Successful candidates will demonstrate:

- Ability to work with a diverse team
- Ability to plan, prioritize, manage, and complete tasks on a deadline
- Ability to remain flexible and responsive to evolving program needs
- Committed to and persistent in meeting refugee clients' needs
- Strong interpersonal and verbal communication skills
- High levels of motivation, self-reliance, and independence
- Strong leadership skills
- Passion for community engagement
- Attention to detail

Requirements:

- Excellent written and oral English proficiency
- Candidates that can speak any of the following: Swahili, Kinyarwanda, Arabic, Dari, Pashto, Somali, Spanish, Burmese, or Nepali are strongly preferred but not required
- Advanced computer and typing skills
- Demonstrated knowledge of databases and data systems, especially federal and state
- Knowledge of current TANF, social service, employment/labor, and welfare issues and trends preferred but not required
- Reliable transportation

Experience:

- Must hold a Bachelor's Degree
- Minimum 3-5 years of experience in non-profit settings

COMPENSATION:

Job Type: Full-Time

Salary Range: \$40,000-\$43,000

Contact Information and Procedure:

Send resume **and** cover letter to careers@empowernashville.org. Qualified candidates will be contacted for an interview. No calls. Applications without requested information will not be considered.

APPLICATIONS WILL BE RECEIVED UNTIL THE POSITION IS FILLED.

Nashville International Center for Empowerment does not and shall not discriminate on the basis of race, ethnicity, color, religion (creed), gender, gender identity/expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors and vendors.