



NASHVILLE INTERNATIONAL  
Center for Empowerment

## **PC/Elders Case 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 Preferred Communities (PC) and Elders program supports Office of Refugee Resettlement (ORR)-eligible populations with challenging needs that require long-term case management, including those with serious medical and social adjustment service needs.*

*The Health Case Manager will support PC and Elders program clients. The PC/Elders Health Case Manager will report to the Program Coordinator. The Health Case Manager will primarily support the development of sustainable intensive case management services for vulnerable populations; and administer projects that foster self-sufficiency and community integration. The Health Case Manager will help clients obtain the resources and life skills needed to become self-sufficient and achieve sustained holistic wellbeing. This is a full time, 40 hour position.*

### **Major Responsibilities**

- Assures that all Preferred Communities (PC) and Elders health services program requirements are met on time
- Reviews and analyzes program policies and inquiries in compliance with the Office of Refugee Resettlement (ORR) standards to ensure provision of timely and quality services to vulnerable populations
- Enrolls clients and conducts intake, develops individualized self-sufficiency plans, supports client referrals to service providers, and case file documentation and management
- Assesses and creates service plans with clients by obtaining relevant history, collecting and evaluating information, and providing appropriate referrals as needed utilizing intensive case management and consistent interaction with clients and follow-up
- Works closely with clients on barrier removal, one-on-one and/or in group settings
- Maintains client-related documentation standards by preparing and completing in a timely manner all required records and reports for all assigned clients in all data management systems (computerized case notes, ECDC & TOR database)
- Maintains professional and technical knowledge by attending agency in-service programs, educational workshops, state and national trainings and conferences, reviewing professional publications and establishing personal networks
- Establishes the agency as a credible service provider by presenting information at community events and workshops
- Other duties as assigned

EMPOWERING REFUGEES AND IMMIGRANTS IN MIDDLE TENNESSEE SINCE 2005

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**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
- Strong interpersonal and verbal communication skills
- High levels of motivation, self-reliance, and independence
- Attention to detail

**Requirements:**

- Candidates that can speak any of the following: Swahili, Kinyarwanda, Somali are preferred but not required
- Excellent written and oral English proficiency
- Advanced computer and typing skills
- Demonstrated knowledge of databases and data systems, especially federal and state
- Reliable transportation

**Experience:**

- Must hold a Bachelor's Degree in social work, social sciences, public health, non-profit management or related field
- Minimum 2-3 years of experience in non-profit settings

**Compensation:**

- **Job Type:** Full-Time
- **Salary Range:** \$37,000-\$40,000

**Benefits:** Paid holidays, vacation and PTO, health care, and 401k

**Contact Information and Procedure:**

- Send resume and cover letter to [careers@empowernashville.org](mailto: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.