



NASHVILLE INTERNATIONAL
Center for Empowerment

Reception & Placement Case Manager/Housing Specialist Job Description

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501 (c) 3 community base organization dedicated to ensure refugees and immigrants achieve their full potentials now and for generations to come. The Reception & Placement Case Manager and Housing Specialist (R&P CM/HS) will report to the Reception & Placement Program Manager. The R&P CM/HS will split their time between supporting newly arriving refugees through case management and coordinating/performing all services in establishing client housing. The primary responsibilities will involve helping newly arrived refugees obtain the resources and life skills to become self-sufficient and achieve sustained social and economic wellbeing, in addition to developing partnerships with vendors to secure housing items. **This is a full-time 40+ hour position.**

Major Responsibilities:

- Pick up arriving refugees from the airport at any time of day
- Assist refugees in enrolling in social services (food stamps, social security card, ESL, DMV, etc.)
- Assist refugees in adjusting to life in Nashville (grocery shopping, doctor's appointments, etc.)
- Maintain detailed case files and case notes of each individual case
- Meet all mandated core service and paperwork deadlines and requirements
- Effectively communicate with refugee families, staff, supervisor, donors and volunteers
- Develop and maintain relationships with apartment complexes and other housing resources
- Develop relationships with companies, organizations, and individuals to secure quality housing items through purchase or in-kind donations
- Complete apartment bookings and utility set ups for new arriving families
- Coordinating & leading apartment set ups – **must be able to repeatedly lift and move heavy items (75lbs+)**
- Ensure refugee families are provided all required household items and all paperwork and receipts are processed
- Organize and maintain a donation storage unit
- Support Resettlement program and fellow R&P case managers as needed
- Attend staff and program meetings as scheduled
- Other duties as assigned

Requirements:

- Ability to work under pressure and adhere to deadlines in a fast-paced environment
- Excellent time management skills and ability to prioritize tasks
- Strong written and oral English proficiency (attention to detail with paperwork)

- Ability to drive 18' box truck and lift/move items over 75lbs repeatedly (**non-negotiable requirement**)
- Strong interpersonal and verbal communication skills
- Ability to work as part of a team and independently
- Knowledge of MS Office, working in databases, internet and email
- Willingness to work occasional non-traditional hours, such as nights and weekends
- Ability to work as part of a diverse team
- Reliable transportation
- Previous experience working with refugees preferred but not required
- Undergraduate degree preferred but not required
- Candidates that can speak any of the following: Swahili, Kinyarwanda, Arabic, Dari, Spanish or Burmese preferred but not required

Job Type: Full-Time

Salary Range: \$39,000-\$40,000

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

TO APPLY: Send cover letter **and** resume to careers@empowernashville.org.

Applications without requested information will not be considered.

Qualified candidates will be contacted for an interview. No calls or emails.

APPLICATIONS WILL BE RECEIVED UNTIL THE POSITION IS FILLED.

NICE is an Equal Opportunity Employer