



APA Case Coordinator

Nashville International Center for Empowerment, established in 2005, is a nonprofit 501(c)(3) ethnic community-based organization dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come. The Afghan Placement & Assistance (APA) Program is an emergency program created in response to the evacuation efforts in Afghanistan. It allows the provision of initial relocation support services for Afghan Humanitarian Parolees. 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 APA Case Coordinator plays an integral role on the team and supports the agency by connecting APA clients to resources within their new community and collaborating with the team to identify Afghan communities in need of PC-Elders services in Davidson County. This position reports directly to the Preferred Communities (PC) and Elders Program Manager and works closely with the PC-Elders team. This is a full time, 40-hour position.

General Responsibilities

- Conducts community outreach to identify PC-Elders eligibility in the APA community
- Creates and facilitates presentations for in-person/virtual workshops for PC-Elders APA clients and APA staff
- Provides on-going training to existing PC-Elders APA staff and PC-Elders APA new hires on program requirements, policies, and procedures
- Performs monthly PC-Elders APA case file reviews and monitoring
- Conducts one-to-one and group feedback sessions
- Connects with local organizations to identify resources, create partnerships, and new initiatives
- Serves as liaison for key partnerships connecting client base to resources within immigration, education, medical and more
- Collaborates with Preferred Communities team to support newly enrolled PC/Elders APA clients
- Complete data entry, including use of specialized database software
- Maintain filing and archiving systems to meet programmatic guidelines
- Provide culturally competent support to all clients
- Assures that all PC-Elders APA health services program requirements are met on time
- 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
- Attends weekly and quarterly staff and team/leadership meetings
- Participates in NICE staff training and development activities
- Reports to the Program Manager for day-to-day operations
- Provides oversight to two APA health case managers
- Other duties as assigned



NASHVILLE INTERNATIONAL
Center for Empowerment

Requirements:

- Candidates that can speak any of the following: Dari and Pashto 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
- 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
- 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

Salary & Benefits:

- **Job Type:** Full-Time
- **Salary Range:** \$40,000-\$42,000
- **Benefits:** Paid holidays, vacation and PTO, health insurance, dental, vision, and 401(k)

To Apply:

Send a cover letter, resume, and two professional references to careers@empowernashville.org. Applications without the 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.

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 staff members, clients, volunteers, subcontractors, and vendors.