



NASHVILLE INTERNATIONAL
Center for Empowerment

REA Associate Manager (Nashville)

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501(c)(3) community-based organization dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come.

The Federal Office of Refugee Resettlement (ORR) provides funding for a broad range of social services to refugees. The purpose of the Refugee & Entrant Assistance (REA) program is to help refugees and entrants achieve economic self-sufficiency and adjust socially to life in the United States as quickly as possible. The impact of over 250,000 Cuban/Haitian entrants continues to impact services to this vulnerable population. The REA program will assist clients to obtain the resources and life skills required to become self-sufficient. The REA Associate Manager will report to the PC Program Manager and will oversee one REA Case Manager. This is a full-time, 40-hour-per-week position.

General Responsibilities:

- Conducts community outreach to identify REA eligibility in the community
- Performs monthly REA case file reviews and monitoring
- 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
- Completes data entry, including use of specialized database software
- Maintains filing and archiving systems to meet programmatic guidelines
- Provides culturally competent support to all clients
- Assures that all REA services program requirements are met on time
- Manages and ensure successful and timely completion of reporting
- 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
- Meets with clients in person, or by video/telephone, to explain NICE programs and eligibility
- Ensures all new clients are assessed for benefits and given support in applying for SNAP, TANF, WIC, Refugee Cash Assistance (RCA), Refugee Medical Assistance (RMA), and TennCare as eligible.
- Collaborates with Immigration team members regarding the REA program
- Facilitates internal referrals for English classes and education-related services
- Conducts administrative tasks affiliated with program operations
- Maintains a caseload of clients (checking in, supporting needs, completing case notes, schedule appointments, etc.)
- Supports the development of REA enrollment paperwork and ensures client enrollments in cash assistance and employment programs are timely



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- Delivers specialized services to remove barriers to self-sufficiency for clients
- Provides transportation for clients as needed
- Reports to the Program Manager for day-to-day operations
- Provides oversight to one REA case manager
- Other duties as assigned.
- Utilizes Microsoft Office 365 suite to organize and manage documentation and email

Requirements:

- 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
- Attention to detail
- Excellent written and oral English proficiency
- Candidates that can speak Spanish and/or Creole are strongly preferred but not required
- Knowledge of current TANF, social services, employment/labor, and welfare issues and trends preferred but not required
- Reliable transportation
- Previous experience with Microsoft Office 365 suite is preferred but not required

Salary & Benefits:

- **Job Type:** Full time
- **Salary Range:** \$41,000-\$45,000
- **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



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provision of services. We are committed to providing an inclusive and welcoming environment for all staff members, clients, volunteers, subcontractors, and vendors.