



Refugee Cash Assistance Specialist Job Description

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.

Tennessee's Refugee Cash Assistance (RCA) program is a statewide partnership between the Tennessee Office of Refugees (TOR) and local refugee resettlement affiliates of national VOLAGs. The objective of the RCA program is to provide financial support to help meet the subsistence needs of clients for up to twelve months after arrival in the United States. The RCA Specialist is responsible for managing the provision of services to assist newly arrived refugee clients in attaining self-sufficiency through short-term cash assistance and referrals to employment services. This position will support the Nashville and Gallatin offices. The RCA Specialist will work directly with participants to determine program eligibility, provide enrollment and compliance monitoring, and appropriate counseling at the close of services. The RCA Specialist reports to the RCA Associate Manager. This is a 40 hour/week, full time position.

General Responsibilities:

- Assess eligibility for program enrollment for refugees, asylees, entrants and other ORR-eligible immigrants
- Provide intake, assessment, and enrollment of RCA clients
- Initiate RCA enrollment process for participants deemed eligible for assistance
- Meet with clients in-person to explain program rights and responsibilities, using appropriate interpretation
- Lead all program functions, client enrollment and training for Refugee Medical Assistance (RMA)
- Support new arriving refugees, Cuban/Haitian entrants (REA) and other populations as necessary
- Ensure accurate documentation is collected and updated into the TOR case files and verify that potential enrollees are not enrolled in any other case assistance programs
- Ensure monthly compliance of program participants and facilitate distribution of RCA checks
- Screen clients monthly for continued eligibility
- Refer RCA clients to employment services, ELT services, and other services as appropriate
- Conduct monthly check in meetings with clients to ensure compliance with program responsibilities
- Coordinate with other teams, such as Benefits, Refugee Support Service and Refugee & Entrant Assistance to ensure continued compliance with RCA guidelines
- Follow appropriate case closure processes once clients are terminated from the RCA program to discuss self-sufficiency and the transition off cash assistance
- Coordinate with colleagues across departments on addressing participant needs and barriers to self-sufficiency
- Ensure case files and reports are maintained in accordance with grant requirements
- Maintain RCA data tracking, including contributing to mandatory monthly report
- Ensure clients are enrolled within 7 working days of their arrival



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- Participate in all program meetings, staff development and wellness activities
- Attend all required state training and meetings
- Other duties as assigned

Requirements:

- Advanced Excel/Google Sheets experience
- High levels of organization and attention to detail
- 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
- Candidates that can speak any of the following: Spanish, Swahili, Kinyarwanda, Arabic, Dari, Burmese, Ukrainian, Russian, or Nepali are preferred but not required
- Reliable transportation, insurance, valid driver's license, and clean driving record

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.