



## **Employment and Cash Assistance Associate Manager**

Nashville International Center for Empowerment (NICE), 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 Employment and Cash Assistance Associate Manager will report to the Employment and Cash Assistance Program Manager. The Employment and Cash Assistance Associate Manager will support both the Refugee Cash Assistance (RCA) program as well as the Refugee Support Services (RSS) employment program. This role will help refugees obtain the resources and life skills to become self-sufficient and achieve sustained social and economic well-being. **This a full time, 40+ hour per week position.**

### **Major Responsibilities:**

- Responsible for supervising Employment and Cash Assistance Administrative Assistant
- Responsible for implementing and maintaining organizational systems for Refugee Cash Assistance (RCA) and Refugee Support Services (RSS) programs
- Responsible for maintaining digital and physical files for all RCA/RSS clients
- Provide case management for clients as needed and maintain an RCA caseload
- Responsible for co-developing and enforcing internal quality control processes to ensure we are in compliance with Office of Refugee Resettlement (ORR) contracts
- Ensure proper correspondence has been sent to the appropriate department or agency as it pertains to clients' case management
- Provide communication between RCA/RSS programs
- Providing transportation for clients as needed
- Maintaining effective communication with other social service providers outside of NICE as it pertains to clients
- Provide referrals to other departments as needed
- Ensuring good working relationships and clear communication with clients, employers, and other Resettlement team members, as well as maintaining NICE's network of stakeholders
- Prepare for and lead RCA/RSS enrollment process for clients
- Assist with grant reporting and ensuring RCA/RSS data is correct
- Provide follow-up services for clients, including administering surveys
- Co-lead Job Readiness Workshops and assist with updating and creating new trainings as needed
- Maintain confidentiality with clients
- Create documentation for procedures

- Additional duties as assigned

**Successful candidates will demonstrate:**

- 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

**Requirements:**

- Excellent written and oral English proficiency
- Advanced computer and typing skills
- Demonstrated knowledge of databases and data systems, especially federal and state
- Knowledge of current TANF, social service, employment/labor, and welfare issues and trends preferred but not required
- Candidates that can speak any of the following: Swahili, Kinyarwanda, Arabic, Dari, Spanish, Burmese, or Nepali are preferred but not required
- Reliable transportation

**Experience:**

- Must hold a Bachelor's Degree
- Minimum 2-3 years of experience in non-profit settings

**Job Type:** Full-Time

**Salary Range:** \$39,000-\$45,000

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

**To Apply:**

Send cover letter and resume to [careers@empowernashville.org](mailto:careers@empowernashville.org). Qualified candidates will be contacted for an interview. No calls or emails. Applications without requested information will not be considered.

*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 members of our staff, clients, volunteers, subcontractors and vendors.*

**APPLICATIONS WILL BE ACCEPTED UNTIL THE POSITION IS FILLED**