



Refugee Benefits Intake Specialist

Nashville International Center for Empowerment, established in 2005, is a nonprofit 501(c)(3) ethnic community-based organization dedicated to ensure refugees and immigrants achieve their full potential now and for generations to come. The Refugee Benefits Intake Specialist will report to the Refugee Benefits Associate Manager. The Refugee Benefits Intake Specialist will help refugees obtain the resources and life skills to become self-sufficient and achieve sustained social and economic wellbeing. This is a full time, 40 hour position.

Major Responsibilities

- Serves as the initial point of contact for refugee clients (who meet the Office of Refugee Resettlement eligibility guidelines), community, and the general public whether via telephone or personal contact
- Conducts eligibility assessments and supports clients in applying for Department of Human Services (DHS) benefits and services
- Provides general information to eligible refugees on programs and services available through DHS and other benefits (such as WIC)
- Delivers specialized services to remove barriers to self-sufficiency for eligible clients
- Provides administrative support to designated staff who require DHS services support for clients
- Assists staff/clients in planning, preparing, and executing activities and events that inform the community about DHS benefits
- Conducts regular follow-ups and case management to meet client needs
- Maintains detailed case files and case notes for eligible clients served
- Meets all mandated core services and paperwork/reporting deadlines
- Assists with administrative tasks affiliated with program operations (TennCare, WIC, SSI, and RMA assistance as needed)
- Other responsibilities as assigned

Successful candidates will demonstrate:

- 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



Requirements:

- Excellent written and oral English proficiency
- Candidates that can speak any of the following: Swahili, Kinyarwanda, Arabic, Dari, Spanish, Burmese, or Nepali are strongly preferred but not required
- 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
- Valid driver license
- Reliable transportation

Experience:

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

COMPENSATION:

Job Type: Full-Time

Salary Range: \$37,000 - \$40,000/yr

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

Contact Information and Procedure:

Send resume and cover letter to careers@empowernashville.org. Qualified candidates will be contacted for an interview. No calls. Applications without requested information will not be considered.

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