



Refugee Support Services Administrative Assistant

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 Refugee Support Services Administrative Assistant will report to the Refugee Cash Assistance Associate Manager. The Refugee Support Services Administrative Assistant 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:

- Provide support for the Refugee Support Services (RSS) team
- Create and maintain systems and processes for data management within the RSS program
- 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 enrollment process for clients
- Provide follow-up services for clients, including administering surveys
- Maintain confidentiality with clients
- Provide intake, assessment, and enrollment of RSS clients
- Manage intake process for walk-in clients
- Initiate enrollment process for participants deemed eligible for assistance
- Understand and lead Refugee Cash Assistance (RCA) enrollments as needed
- Meet with clients in-person, or via telephone/video, to explain program rights and responsibilities, using appropriate interpretation
- Ensure accurate documentation is collected and updated into the case files and verify that potential enrollees are not enrolled in any other cash assistance programs
- Ensure case files and reports are maintained in accordance with grant requirements
- Participate in all program meetings, staff development and wellness activities
- Attend all required state training and meetings
- Provide transportation for clients as needed
- 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: \$37,000-\$40,000

Benefits: Paid holidays, vacation and PTO, healthcare, dental, vision, and 401k

To Apply:

Send cover letter and resume to 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