



Match Grant Case Manager- Gallatin Office

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 MG program is provided solely through the nine domestic resettlement agencies that provide Reception and Placement (R&P) services to refugees. The MG program is funded by the Department of Health and Human Services, Office of Refugee Resettlement (ORR). The MG program helps refugees and other ORR-eligible populations overcome barriers and quickly find employment. The intent is to help clients become financially self-sufficient by finding a job within 180-240 days (6-8 months) after arriving in the U.S. without accessing cash assistance programs. The purpose of the MG program is to help clients attain economic self-sufficiency through the provision of comprehensive case management and services leading to employment.

The MG Case Manager is responsible for managing the provision of services to assist newly arrived refugee clients attain self-sufficiency through short term cash assistance and referrals to employment services at our Gallatin office. Specifically, this role will ensure that services related to the administration of MG services such as screening, enrollment, monthly cash assistance, and follow-up services are delivered in a timely manner. The MG Case Manager will report to the Associate Manager of MG. This is a 40+ hour, full time position.

General Responsibilities:

- Assess eligibility for program enrollment for refugees, asylees, parolees, and other ORR-eligible immigrants.
- Provide intake, assessment, and enrollment of MG clients.
- Initiate MG enrollment process for participants deemed eligible for assistance.
- 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 ECDC database and case files and verify that potential enrollees are not enrolled in any other case assistance programs.
- Ensure monthly compliance of program participants and distribute MG checks.
- Screen MG clients monthly for continued eligibility.
- Reconcile monthly MG payments and financials with the MG Associate Program Manager.
- Administer monthly cash assistance payments and track expenses.
- Assist MG clients with employment services, ELT services, and other services as appropriate.



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- Conduct monthly check in meetings with clients to ensure compliance with program responsibilities when it comes to understanding the program guidelines and compliance rules.
- Follow appropriate case closure processes once clients are terminated from the MG program to discuss self-sufficiency and the transition off cash assistance.
- Manage and recruit MG volunteers and track in-kind donations for MG clients.
- 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.
- Participate in all program meetings, staff development, and wellness activities.
- Attend all required state training and meetings.
- Other duties as assigned.

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
- Strong interpersonal and verbal communication skills
- High levels of motivation, self-reliance, and independence
- Attention to detail
- Excellent written and oral English proficiency
- Advanced computer and typing skills
- Candidates that can speak any of the following: Swahili, Kinyarwanda, Arabic, Dari, Pashto, Spanish, Burmese, or Nepali are preferred but not required
- Reliable transportation

Salary & Benefits:

- **Job Type:** Full time
- **Salary Range:** \$37,000-\$40,000/yr
- **Benefits:** Paid holidays, vacation and PTO, health insurance, dental, vision, and 401(k)

To Apply:



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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.