



Reception & Placement Case Manager–Gallatin Site 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.

The R&P Case Manager provides intensive case management services primarily during the first 90 days from a refugee's arrival into the US. The R&P Case Manager has a vital role in the lives of newly arriving refugees as they assess and monitor refugees' needs and goals, advocate on their behalf to ensure they receive quality care and make referrals to internal programs and external organizations to ensure all core services are completed in a timely manner. The R&P Case Manager reports to the R&P Program Manager. **This is a full-time 40+ hour position and will be based in our Gallatin office.**

General Responsibilities:

- Provides a comprehensive intake to newly arriving refugees that assesses client needs and goals, communicates expectations of the resettlement process and establishes a strong, supportive relationship with the client.
- Ensures the provision of mandated core services including health screenings, applying for social security cards, public benefits, medical care, school enrollment, and all other required services in a timely manner.
- Welcomes arriving refugees at airport and provides essential post-arrival support (transportation, food, etc.)
- Creates and maintains detailed case notes documenting all services provided to clients in compliance with the Cooperative Agreement, R&P Guidelines, and NICE's policies and procedures through their 90 day R&P period.
- Ensures all mandated core services and paperwork comply with contract requirements and are achieved by set deadlines.
- Collaborates with other departments to encourage timely internal and external referrals and client support.
- Effectively communicates with refugee families, US ties, NICE staff and partners, supervisor, donors, and volunteers.
- Supports Resettlement program, fellow R&P case managers, Housing Specialist and Transportation team as needed.
- Participates in team, program, and NICE staff training, development activities, and meetings
- Other duties as assigned

Requirements:

- Excellent time management skills and ability to prioritize tasks
- Strong written and oral English proficiency (attention to detail with paperwork)



NASHVILLE INTERNATIONAL
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- Strong interpersonal and verbal communication skills
- Effective communication with individuals from diverse cultural, religious, and language backgrounds
- Ability to work as part of a diverse team and independently
- Ability to work under pressure and adhere to deadlines
- Knowledge of MS Office, working in databases, internet and email
- Willingness to work occasional non-traditional hours, such as nights and weekends
- Previous experience working with refugees preferred but not required
- Undergraduate degree preferred but not required
- Candidates that can speak any of the following: Swahili, Kinyarwanda, Arabic, Dari, Spanish, Burmese or Nepali preferred but not required
- Ability to drive a box truck and lift items over 75lbs repeatedly
- Reliable transportation and insurance

Salary & Benefits:

- **Job Type:** Full Time
- **Salary Range:** \$37,000-\$40,000
- **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.