



Refugee Support Services and Cash Assistance 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 Refugee Support Services and Cash Assistance Case Manager will report to the Associate Manager of Refugee Support Services. The Refugee Support Services and Cash Assistance Case Manager will work collaboratively on both the Refugee Support Services and Refugee Cash Assistance teams. This position will help refugees obtain the resources and life skills to become self-sufficient and achieve sustained social and economic well-being. This is a full time, 40+ hour per week position.

General Responsibilities:

- Responsible for maintaining a caseload of clients seeking employment
- Assisting clients in the job search process, including applications
- Providing transportation as needed for interviews and orientation
- Collaborate with both NICE-Nashville and NICE-Gallatin teams
- Conduct cash assistance enrollments and maintain documentation to determine clients' eligibility
- Ensuring good working relationships and clear communication with clients and employers, as well as maintaining NICE's network of stakeholders
- Providing individual assessments for clients and follow-up services during eligibility period
- Provide training for clients as needed, such as bus training and resume building
- Maintaining clients' files, both digital and physical
- Maintain confidentiality with clients
- Additional 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



NASHVILLE INTERNATIONAL
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- Reliable transportation

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.