



NASHVILLE INTERNATIONAL
Center for Empowerment

Refugee Services Case Manager-Gallatin

Nashville International Center for Empowerment, 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 Preferred Communities (PC) program supports Office of Refugee Resettlement (ORR)-eligible populations with challenging needs that require long-term case management, including those with serious medical and social adjustment service needs. The goal is to connect newly arrived Ukrainian Humanitarian Parolees (UHP) with NICE to assist with benefits and services that allow UHPs to achieve self-sufficiency.

*The Refugee Services Case Manager will support the PC program. The Refugee Services Case Manager will report to the Associate Manager of PC-Gallatin. The Case Manager will connect with the refugee communities in Gallatin and the surrounding areas. The Case Manager will primarily support the development of sustainable intensive case management services for vulnerable refugee populations in Gallatin. This role will administer projects that foster self-sufficiency and community integration. The Refugee Services Case Manager will help clients obtain the resources and life skills needed to become self-sufficient and achieve sustained holistic wellbeing. **This is a full-time, 40-hour-per-week position.***

General Responsibilities

- Assures that all Preferred Communities (PC) health services program requirements are met on time
- Meets with clients in person, or by video/telephone, to explain NICE programs and eligibility
- Ensures all new clients are assessed for benefits and given support in applying for SNAP, TANF, WIC, Refugee Medical Assistance (RMA), and TennCare as eligible
- Collaborates with Immigration team members as needed
- Facilitates internal referrals for English classes and education-related services
- Reviews and analyzes program policies and inquiries in compliance with the Office of Refugee Resettlement (ORR) standards to ensure provision of timely and quality services to vulnerable refugee populations in Gallatin
- Supports community outreach efforts to identify refugee needs in Gallatin
- Enrolls clients and conducts intake, develops individualized self-sufficiency plans, supports client referrals to service providers, and case file documentation and management
- Assesses and creates service plans with clients by obtaining relevant history, collecting and evaluating information, and providing appropriate referrals as needed utilizing intensive case management and consistent interaction with clients and follow-up
- Works closely with clients on barrier removal, one-on-one and/or in group settings
- Maintains client-related documentation standards by preparing and completing in a timely manner all required records and reports for all assigned clients in all data management systems (computerized case notes, ECDC database)
- Maintains professional and technical knowledge by attending agency in-service programs, educational workshops, state and national trainings and conferences, reviewing professional publications and establishing personal networks



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- Establishes the agency as a credible service provider by presenting information at community events and workshops
- Conducts administrative tasks affiliated with program operations
- Other duties as assigned

Requirements:

- Candidates that can speak any of the following: Ukrainian and Russian are preferred but not required
- Excellent written and oral English proficiency
- Advanced computer and typing skills
- Demonstrated knowledge of databases and data systems, especially federal and state
- Reliable transportation
- 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
- Must hold a Bachelor's Degree in social work, social sciences, public health, non-profit management or related field
- Minimum 2-3 years of experience in non-profit settings

Salary & Benefits:

- **Job Type:** Full-Time
- **Salary Range:** \$40,000-\$42,000
- **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.