Position: Manager of Social Services

Department: Refugee Resettlement

Type: Full-time, Flexible Hours

Location: Hybrid: In office, remote, and in community as needed – Akron, Ohio

Organization:

The International Institute of Akron is a 501(c)(3) nonprofit organization that has existed in Akron, Ohio for over 100 years. The heart of our mission has always been to foster a sense of home for immigrants in our community. We enrich the vitality of our local community by helping immigrants achieve an empowered life with dignity, connection, and belonging. We accomplish this by providing refugee resettlement case management, social services, employment services, education, language access, and immigration legal services to refugees and immigrants. Our vision is to foster a just, open, and vibrant multi-cultural community where immigrants are thriving because ALL people are treated with dignity and respect.

Job Description:

The Manager of Social Services is the central human services and referral coordinator for IIA clients, primarily the refugee population. This position works collaboratively with case managers, employment and immigration counselors in removing barriers - in the areas of mental health, developmental disabilities, and other such clinical areas – so that clients can achieve their goal of becoming self-sufficient. This position requires a minimum education level of a bachelor's degree in social work and knowledge of community resources. Priority is given to individuals who are bilingual and have knowledge and experience working with the foreign-born.

Responsibilities:

Specific responsibilities include:

Program Management

- Facilitate and coordinate team meetings regarding at-risk clients
- Oversee the implementation of specific grants in relation to services for the most vulnerable and corresponding reports
- Assist the Director of Refugee Resettlement with ongoing processes and procedures that will:
  - Utilize asset-based case management principles
  - Insure consistency of service delivery
  - Streamline point of service documentation
  - Meet the demands of multiple funders
  - Facilitate efficient team building
  - Incorporate collaborative and outreach activities
  - Maximize staff productivity and customer satisfaction
  - Facilitate performance management
Intensive Case Management and Counseling
- Operate as the case manager for post 90-day R&P clients who are on the at-risk list and/or in the vulnerable population defined by USCRI’s Preferred Communities program.
- Develop and monitor a strengths-based case management plan to address client goals in mental health, physical health, and social and vocational services.
- Mentor clients in completing strengths assessments, developing goals, and achieving success.
- Provide advocacy and support services to at-risk clients

External Referral System for Specialists
- Assist IIA staff in their work with clients who have been identified to have a need for assistance with counseling/mental health, chronic health issues, developmental disabilities, and/or any other similar clinical issue such as domestic violence, suicides, child abuse & neglect and referring to providers in the community specializing in these treatment areas.
- Track, analyze and follow-up on referrals made to outside agencies.
- Coordinate the completion of SSI and SSD applications for applicable clients.

Therapeutic/Social Groups
- Organize groups, where appropriate, such as art therapy, storytelling, etc. to commune small groups of refugees together for the purposes of building relationships, healing, learning, and providing peer support.

Other activities as directed by the Director of Refugee Resettlement or their designee.

Job Qualifications
This position requires a bachelor’s degree and a license in social work. Master’s degree preferred.

Priority is given to individuals who are knowledgeable and have experience working with immigrants or refugees in a social work setting. Fluency in a language spoken by a current refugee population highly preferred.

While this position is full time 8:30am-4:30pm Monday through Friday, IIA supports flexible hours as appropriate. Evening and weekend hours may be required.

How to Apply:
- Send cover letter, resume, and references to: careers@iiakron.org with the subject “Manager of Social Services”
- Full consideration will be given to those who apply by December 1, 2021 but applications will be accepted on a rolling basis until position is filled.

The International Institute of Akron (IIA) is an equal opportunity employer committed to diversity and inclusion. It is the policy of IIA to comply with all applicable federal, state, and local laws prohibiting employment discrimination. IIA is committed to providing an inclusive work environment free from discrimination and harassment. IIA does not discriminate on the basis of race, color, sex, marital status, sexual orientation, gender identity, veteran status, age, creed, religion, ancestry, national origin, or the presence of any sensory, mental or physical disability. We encourage applications from people of color, immigrants, women, people with disabilities, members of the LGBTQx community and other underrepresented groups.