Position: Social Services Case Manager

Department: Refugee Resettlement

Type: Full-time, Flexible Hours

Location: 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 Social Services Case Manager will provide extended case management services to some of IIA’s most vulnerable clients. This position will provide direct services, coordination, referral, and other assigned tasks, as well as work collaboratively with IIA case managers, employment counselors and staff attorneys as necessary. This position will seek to remove barriers for those clients with mental health disabilities, developmental disabilities, and physical disabilities so that clients can improve their employability and achieve stability, independence, and self-sufficiency.

Responsibilities:

Specific responsibilities include:

Intensive Case Management

- Provide extended case management to post 90-day Reception and Placement (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 maintain a healthy and positive therapeutic alliance with clients

- Empower clients using a strengths-based approach to assist them in reaching their mental, physical, social and vocational goals and objectives.

- Mentor clients in completing strength assessments, developing goals, and achieving success.
• Provide advocacy and support services to at-risk clients
• Provide on-going support to refugees in locating and utilizing medical services.
• Coordinate county funded medical transportation services to post-screening follow-up medical appointments, or, when necessary, arrange for use of alternative transportation and provide education and/or resources on use of public transportation.
• Provide education and resources on the efficacy and availability of mental health services.
• Coordinate the completion of SSI and SSD applications for applicable clients.
• Maintain case notes on client interactions.

External Referral System for Specialists and Other Service Providers
• Identify client needs (i.e. counseling/mental health, chronic health issues, developmental disabilities, etc.); refer recipients to available community services and facilitate the coordination of those services where necessary.
• Work with the Social Services team in identifying clients that 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.
• Attend meetings with medical and mental health service providers and conduct outreach where applicable.
• Collaborate with the Social Services team for exploring other potential program needs (such as support groups, trauma therapy programs, emotional wellness education, etc.).

Other activities as directed by the Manager of Social Services, Director of Refugee Resettlement or their designee.

Qualifications

This position requires a bachelor’s degree. Education and/or experience in a related field (i.e. social work, psychology, international affairs, etc.) is 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.

Additional Information:

Strong organizational and communication skills are required. Salary based on experience, plus health, dental, and generous vacation benefits.

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 “Social Services Case Manager”
• Applications will be accepted 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.