Position: Refugee Resettlement Case Manager
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 Refugee Resettlement Case Manager is primarily responsible for providing Reception and Placement (R&P) services to new refugees, who are resettled to the Akron area. The Case Manager will work with clients to meet their resettlement goals within 90 days through the provision of services. The Case Manager will also support certain other programs on an as needed basis during slow arrival periods (as indicated below).

Responsibilities:
Specific responsibilities include:

Coordinating basic need support during the initial R&P period for arriving refugees
- Securing housing, furniture, household items and clothing for arriving refugees.
- Arranging for food provisions and/or food allowance and pocket money.
- Assisting in applying for cash, food stamps and medical assistance, social security cards, enrollment in ESOL & employment, assistance in accessing health screenings and appropriate health services, assistance with school enrollment requirements as needed and initial transportation assistance.
- Complete required home visits.

Providing core services during the R&P period for arriving refugees
- Pre-arrival services
- Airport reception and transportation
- Case file preparation and maintenance
- Intake interviews
- Development of client service plans
- Assisting education and outreach staff with coordinating cultural orientations
- Assistance with access to health services and identification of any immediate health problems
- Development and implementation of service plans with access to services such as employment
- Communicate with state and local welfare authorities
- Communicate with and notify state and local health authorities
- Provide additional required services for unaccompanied refugee minor children as required per the R&P guidelines
- Coordinate and work with interns who assist in providing services.
Post 90-Day Case Referral
- Prepare and complete case referral to an RSSP case manager if client is enrolled in RSSP
- Prepare and complete case referral to Social Worker if client is on at-risk list and/or falls within the Preferred Communities vulnerable population designation

Program Reports
- Complete USCRI 90-day reports monthly for all clients reaching the 90-day mark by the 15th of each month

Cross-Program Support
- Provide supportive services to the employment and education departments as needed and as approved by the Director of Refugee Resettlement
- Provide linguistic services to the interpretation department as needed and as approved by the Director of Refugee Resettlement

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

Job Qualifications

This position requires a minimum education level of a bachelor's degree and knowledge of community resources.

Priority is given to individuals who are bilingual, have a degree in social work or related field, and have knowledge and experience working with individuals from different cultures. Fluency in a language spoken by a current refugee population is 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 “Refugee Resettlement Case Manager”
- Applications will be accepted on a rolling basis until the 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.