Job Announcement

Position title: Resettlement Caseworker
Reports to: Senior Resettlement Caseworker
Classification: Full time, non-exempt
Supervises others: No
Salary: $17.30-$23.07 per hour

About us: Opening Doors, Inc., supports immigrants, refugees, survivors of trafficking, and others on their path towards stability, self-sufficiency and belonging. Opening Doors began in 1993 as a small refugee resettlement agency, and today serves 2,000 clients per year across our 5 program areas: Refugee Programs, Human Trafficking Programs, Immigration Legal Services, Health Programs and Economic Prosperity Programs.

Ideal candidate: The ideal candidate will be passionate about providing support and services to newly arriving refugees. They will demonstrate strong interpersonal skills, providing direct case management to clients, in the office and in the field. They will work well in a fast paced environment and are preferred to have fluency in a refugee language.

The ideal candidate will have to work effectively in multi-cultural work environments, showing respect and sensitivity for cultural differences, and will be passionate about Opening Doors' mission.

Responsibilities: The essential duties and responsibilities of this position include the following. Other duties may be assigned in the sole discretion of the Organization. The Organization may assign or shift duties and responsibilities to this position at any time due to reasonable accommodation or other reasons.

- Prepare for new arrivals, including securing housing, purchasing household items, setting up apartments, and airport reception.
- Assist clients with initial resettlement services, including enrollment in human services, school, employment services, and any additional services they may qualify for.
- Conduct home visits to ensure clients have suitable living arrangements.
- Collaborate with client to develop individualized service plan that addresses short and long-term goals and objectives.
- Arrange appropriate interpretation services and transportation for resettlement clients.
- Document client interaction and service in a timely manner and in compliance with program requirements.
- Solely and with supervisor, monitors work activity on caseloads to ensure that cases are clearly and thoroughly documented; reviews and analyzes case records and reports for completeness and accuracy.
- Works collaboratively with program interns and volunteers to maximize assistance to clients and facilitate learning experience for the interns.

Required Qualifications: The requirements listed below are representative of the knowledge, skills and/or abilities required.
• Capable of dealing with frequent change, delays, or unexpected events.
• Respect and sensitivity for cultural differences.
• Computer skills including Microsoft Office programs and online databases.
• Demonstrate ability to work effectively in multi-cultural work environments.
• Can easily identify and resolve problems in a timely manner.
• Ability to manage multiple priorities.
• Possession of a valid driver’s license and vehicle insurance.

Preferred Qualifications: The requirements listed below are not required but are desired.

• Knowledge of social work, psychology, or other human services related field.
• Demonstrated experience in a social or human services related field.
• Fluency in Dari/Farsi, Arabic, or Russian.

Physical requirements and work environment: The following demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Resettlement Caseworker position. Reasonable accommodation can be made to enable people to perform the described essential functions.

While performing this job, the employee is required to use their hands and fingers, to handle or feel and to manipulate keys on a keyboard, the employee is required to stand, walk, reach with arms and hands, lift approximately 50 pounds on occasion, and to stoop, kneel, or squat, and drive on occasion. The noise level in the work environment is usually quiet to moderate.

How to apply: Candidates should email a resume and cover letter to humanresources@openingdoorsinc.org Include “Resettlement Caseworker” – [Your name]” in the subject line.

Opening Doors provides equal employment opportunities (EEO) to all employees, applicants and any third parties, for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. In addition to federal law requirements, Opening Doors complies with applicable state and local laws governing nondiscrimination laws.

Opening Doors participates in E-Verify.