



## **Refugee Resettlement Case Manager**

*Global Friends Coalition (Grand Forks, ND)*

- Full-Time or Part-Time positions
  - Salaried (Exempt)
  - Full-time: \$40,000 - \$50,000/Year DOE

**POSITIONS OPEN UNTIL FILLED - APPLICATIONS WILL BE PROCESSED AS THEY ARE SUBMITTED**

### **About Global Friends Coalition**

Founded in 2008, Global Friends Coalition is a nonprofit organization resettling refugees and providing services to New Americans in the Greater Grand Forks community. Our mission is fostering successful New American integration and a more welcoming community. We provide direct service to new refugees, in-home volunteers, in-school tutors, ESL and citizenship classes, immigration legal services, and community outreach presentations and events.

### **Full Job Description**

Global Friends Coalition is currently seeking a case manager in our Refugee Reception & Placement (R&P) and Refugee Support Services (RSS) programs. The Reception & Placement program provides refugee resettlement core services for families resettled through our affiliation with Church World Service (CWS) - these services last for 90 days after arrival. The Refugee Support Services program provides additional support for refugees and other ORR-eligible populations beyond the R&P period, for up to five years after arrival in the United States. Services are provided with the goal of promoting economic self-sufficiency, long-term integration, and family well-being.

### **Essential Responsibilities & Duties**

- **Case Management**
  - Develop and maintain a thorough knowledge of the U.S. Refugee Resettlement Program
  - Provide client-centered comprehensive case management for newly arrived refugees and individuals on Special Immigrant Visas
  - Conduct required home visits and maintain regular contact
  - Coordinate language interpretation and translation services, as needed
  - Coordinate furniture move-ins
  - Assist with airport welcomes and transportation upon a family's arrival
  - Organize and facilitate U.S. cultural orientation presentations for newly arrived refugees
  - Work closely with service providers in the community to ensure provision of timely services
  - Monitor per capita financials and budget for each case
  - Connect families with community-based services and refer employable adults to ND Job Service
  - Provide short-term direct service and assist families in navigating service-provision systems
  - Establish a Plan of Care (POC) to enable successful access to health services
  - Support families by connecting them to educational and childcare services
  - Communicate with the volunteer coordinator to ensure services are being provided
  - Participate in trainings and other educational opportunities through the state and other providers
- **Compliance & Documentation**

- Verify and document client eligibility for receipt of services
- Track participant engagement in programs that clients are referred
- Ensure complete, accurate, and timely documentation for each case
- Monitor the delivery of services to ensure compliance with all program standards and requirements
- Ensure that all electronic and/or hard case files and databases are maintained and accessed in accordance with policies and guidelines
- Participate in required state calls and meetings
- Track time and personal mileage
- **Team Participation**
  - Maintain ongoing communication with the Executive Director on the status of programs, clients, outcomes, and reports
  - Maintain ongoing communication with the Volunteer Coordinator and other staff to ensure volunteer placement with families, coordinate needs, and report outcomes
  - Participate in quarterly stakeholder consultation meetings
- **Other duties as assigned**

## Qualifications

- **Required**
  - Organizational skills and the ability to track time and expenses separately for grant funds is essential
  - Valid North Dakota driver's license, auto insurance, and reliable access to personal vehicle that can transport clients
  - Ability to work with people from other cultures and who speak other languages
  - The ability to understand, follow, and document compliance with state and federal Refugee Support Services requirements
  - Proficiency in basic computer skills (Microsoft Office, Zoom/MS Teams, email, and the ability to learn to navigate the required database platforms)
  - Fluency in written and spoken English
  - Ability to pass a criminal, driving, and child protection screening.
  - Proof of immunity to vaccine-preventable diseases, including COVID-19
  - Commitment to welcoming refugees and all other immigrants to Greater Grand Forks
  - Global Friends Coalition is an equal opportunity employer. We do not discriminate against any employee or applicant for employment on the basis of age, race, religion, color, ethnicity, disability, gender, sexual orientation, gender identity, or national origin.
- **Preferred**
  - Bachelor's degree, preferably in social work or a related field, **or equivalent experience**
    - **A comparable amount of cross-cultural experience and/or training may be substituted for a degree**
  - Knowledge of North Dakota's public benefits system and other community resources
  - Experience in case management for individuals and/or families
  - Experience working with diverse populations and other cultures
  - Experience working with people who do not speak English as their first language
  - Training/knowledge in trauma-informed care
  - Bilingual in English and another language

## Benefits

- Paid sick leave
- Paid Time Off
- 11 paid federal holidays

- Paid lunch and breaks
- Compensatory time with prior approval for salaried employees
- Reimbursement for mileage in personal vehicle (at federal mileage rate - currently \$0.67/mile)
- Cell phone allowance

#### **Work Environment / Schedule**

- Regular work hours are 9:00am - 5:00pm, Monday through Friday, but must be able to work a flexible schedule to meet client needs. Some evening and weekend work required. Additional working hours may be required during high-demand periods.
- A reliable personal vehicle is required. Work-related mileage is reimbursed at the federal mileage rate (currently \$0.67/mile)
- Comfort working in the homes of New Americans is required.
- Work environment includes working in an office setting, working in the homes of newly resettled refugees, doing outreach work and offering programming in the community
- Physical requirements may include carrying up to 25lbs, loading and unloading items, standing and carrying items.
- **All new employees start with a three-month probationary period, after which a performance review and conversation about the role is held to make adjustments for success**

#### **Application Requirements:**

- Cover Letter
- Resume with relevant experience and qualifications
- List of three (3) references with contact information

**Please email application materials to:**

Cynthia Shabb (Executive Director) at [careers@gfcoalition.org](mailto:careers@gfcoalition.org)