



Case Manager - Reception & Placement / Refugee Support Services

Global Friends Coalition (Grand Forks, ND)

- Full-time (40 hours/week)
 - Salaried (Exempt)
 - \$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 supports for refugees and other ORR-eligible populations beyond the R&P period, for us to five years after arrival in the United States. This position splits their time between these programs 50%/50%. Services are provided with the goal of promoting economic self-sufficiency, long-term integration, and family well-being.

Essential Responsibilities & Duties

- **Reception & Placement (R&P)**
 - 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, including providing the required core services such as coordinating access to refugee benefits, social services, medical appointments, school enrollment, ESL enrollment, and employment services
 - Conduct required home visits and maintain regular contact, including creating, implementing, and monitoring individualized self-sufficiency plans to ensure successful integration at the completion of their time in the program
 - Coordinate language interpretation and translation services, as needed
 - Coordinate furniture move-ins and ensure compliance with standards and requirements of furnishings upon arrival for new individuals/families
 - Coordinate housing before arrivals, including communication and relationship-building with property managers, and securing apartments
 - Assist with airport welcomes and transportation upon a family's arrival - many arrivals happen at midnight during the week and require a home orientation following the airport pick-up

- Organize and facilitate U.S. cultural orientation presentations for newly arrived refugees using a standardized curriculum from CORE within the required timeframe
- Work closely with service providers in the community to ensure provision of quality, relevant, and timely services
- Monitor per capita financials and budget for each case
- Participate in trainings and other educational opportunities through CWS and other providers
- **Community Connector (RSS)**
 - Provide client-centered comprehensive case management for recently-arrived refugees, individuals on Special Immigrant Visas, and other ORR-eligible populations (i.e. Cuban-Haitian entrants, asylees, etc.)
 - Conduct home visits and onsite services at the Global Friends office and the Adult Learning Center and maintain monthly contact with families, including creating, implementing, and monitoring Family Self-Sufficiency Plans (FSSP) to set goals and identify needs at enrollment, 6, 12, 24, and 36 months
 - Connect families with community-based services and refer employable adults to Career Navigators at ND Job Service
 - Provide short-term direct service and assist families in navigating service-provision systems
 - Coordinate language interpretation and translation services, as needed
 - Provide medical and behavioral health navigation and support and coordination, helping families overcome barriers to accessing health services in the community
 - Establish a Plan of Care (POC) to identify strengths and barriers to accessing health services and establish goals and action steps to successful access to health services
 - Support families by connecting them to educational and childcare services and helping them navigate the education system
 - Work closely with service providers in the community to ensure provision of quality, relevant, and timely services and assist in building capacity for provider staff through cultural competency training and support
 - Assist in providing community cultural orientation workshops on various topics important for newly arrived refugee populations
 - 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
 - Complete FSSP and POC for clients at required intervals
 - Track participant engagement in programs that clients are referred to
 - Ensure complete, accurate, and timely documentation for each case with the applicable state and federally-mandated forms, sheets, database entries, and case notes.
 - 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
 - Ensure timely delivery of all required reports to the state and other partners
 - Participate in required state calls and meetings
 - Track time and personal mileage separately for both programs
- **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.
 - Represent Global Friends Coalition in meetings and events with community partners.
 - Participation in quarterly stakeholder consultation meetings is required.
 - Participate in monthly Global Friends Coalition board meetings (optional)

- **Other duties as assigned**

Qualifications

- **Required**
 - *Organizational skills and the ability to track time and expenses separately for the two grants that fund this full time position 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 \$0.655/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, and at times working remotely (with prior approval from supervisor).
- 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