



Resettlement Case Manager

Global Friends Coalition

Grand Forks, ND 58201

Salaried (Full-time, exempt)

\$40,000 - \$50,000 DOE

Cover letter, resume, and names of three references by January 30, 2023

About Global Friends Coalition

Founded in 2008, Global Friends Coalition is a nonprofit organization 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, 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 full-time Resettlement Case Manager to join our Refugee Resettlement Services program. This position provides direct service and case management to newly arrived refugees, Special Immigrant Visa (SIV) recipients, and other refugee-eligible individuals and families resettled through our affiliate partnership with Church World Service (CWS), a national refugee resettlement agency. Services are provided with the goal of successful integration and self-sufficiency within federally-mandated timeframes after arrival.

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, 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
 - 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
 - Participate in trainings and other educational opportunities through CWS and other providers
- Compliance & Documentation
 - Ensure complete, accurate, and timely documentation for each case with the applicable forms, sheets, database entries, and case notes.
 - Monitor the delivery of core services to ensure compliance with all program standards and requirement
 - 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 CWS, ORR, and other partners

- Participate in required CWS calls and meetings
- Team Participation
 - Maintain ongoing communication with the Executive Director on the status of programs, clients, outcomes, and reports.
 - Maintain ongoing communication with staff members to ensure volunteer placement with families, coordinate needs, and report outcomes.
 - Participate in the development and writing of grant proposals in support of the work of the Refugee Resettlement program and related programming.
 - Represent Global Friends Coalition in meetings and events with community partners.
 - Participation in quarterly stakeholder consultation meetings is required.
- Other duties as assigned

Qualifications

- **Required**
 - 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
 - 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 federal refugee resettlement 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**
 - MSW licensure in North Dakota
 - 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

Salary & Benefits

- The starting salary is between \$40,000 - \$50,000 depending on experience
- Paid sick leave (8 hours accrued per month, starting immediately)
- Paid Paid Time Off (12 hours accrued per month, starting immediately, for first two years; 14 hours per month after two years)
- 15 paid federal holidays
- Paid lunch and breaks (1 hour total each day)
- Flex time for hours worked outside of normal work hours/overtime
- Reimbursement for mileage in personal vehicle

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. Overtime may be required during high-demand periods.
- Comfort working in the homes of New Americans is required.
- Hybrid work environment, including working in an office setting, in the homes of newly resettled refugees, doing outreach work in the community, and at times working remotely.
- The ability to transport clients to appointments in the community is required.
- Physical requirements may include carrying up to 25lbs, loading and unloading donated items, standing and carrying items.

Application Requirements

- Cover letter, resume, and names of three references required.
- Send by January 30, 2023 to cshabb@gfcoalition.org.