IRIS (Integrated Refugee & Immigrant Services, www.irisct.org) is a dynamic refugee resettlement agency in New Haven CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving a more diverse immigrant population.

IRIS is looking for a Health & Wellness Manager who will lead a team providing a variety of health and wellness services to our clients, advocating for greater access to care, providing mental health care and social support, and accompanying clients as they learn to navigate the United States healthcare system independently.

**General Description**
IRIS aims to ensure that all new refugee arrivals are connected to primary care doctors and specialists and learn to navigate the healthcare system independently as quickly as possible. In addition, IRIS offers a variety of programs including intensive case management for clients with significant medical conditions, in house individual counseling for clients with mild to moderate mental health needs, and a variety of non-clinical support groups including sewing, gardening and soccer. The Health & Wellness Manager’s overall goals are to ensure a high quality of services to IRIS clients in the areas of health and wellness, to establish and maintain partnerships with local providers, and to advocate for better access to care for refugees and immigrants.

**Essential Duties and Responsibilities include:**
- Supervise and support PC program social workers / case managers.
- Ensure compliance with PC grant requirements and guidelines.
- Regularly monitor PC case files
- Serve as IRIS focal point for partner medical providers including YNHH, Fair Haven CHC, etc. and ensure regular communication and clear partnership agreements
- Supervise and support Healthcare Coordinator and interns
- Ensure high quality of care and appropriate balance between support and teaching self-sufficiency
- Serve as IRIS’ privacy compliance officer and ensure compliance with privacy standards
- Depending on number of arrivals and frequency of refugee clinics, support Healthcare Coordinator with his/her tasks as necessary (schedule and accompany clients to pre-screening, RHA appointments and bus orientations, ensure that RHAs are completed and sent to SRHC, troubleshooting and emergency management, etc.)
- Teach refugee cultural orientation and co-sponsorship training health sessions (may alternate with Healthcare Coordinator)
- Educate and train medical providers about refugee resettlement, the unique health needs of refugees, and exhibiting cultural and linguistic competence in serving refugees and immigrants.
- Represent IRIS in the community to students, organizations, and clinics interested in learning about refugee and immigrant health.
- Supervise and support the Wellness Coordinator and program coordinators
- Coordinate the RHP grant reports and provide input to grant applications and budgets (with DCM)
- Supervise the Clinician
- Working with Clinician and community partners, ensure that IRIS’ mental health and medical case management services are culturally appropriate and trauma-informed by participating in trainings, webinars, etc.
- Review /submit all H&W cash disbursements to DCM
- Provide input towards annual H&W budgets
- Track quarterly H&W budgets and propose adjustments to DCM as needed
- Conduct annual performance reviews with all direct reports
Conduct individual check-in meetings at least monthly with all direct reports
Ensure that all direct reports are participating in / offered continuous relevant training and development opportunities

Requirements
Candidates must have:
- at least 5 years of case management, social work and/or public health experience,
- ability to lead a team,
- experience managing staff or volunteers,
- experience managing projects and project budgets,
- knowledge of the United States healthcare system and issues related to access to care for immigrants and other marginalized groups,
- ability to develop and maintain strong partnerships with community stakeholders,
- commitment to anti-racist practices and to the mission of IRIS,
- strong written and oral communication skills,
- ability to handle multiple demands and shifting priorities in a fast-paced environment,
- ability to set limits and enforce strict policies,
- strong computer skills including email and internet, Microsoft Word, Microsoft Excel, Google Docs; ability to manipulate basic spreadsheets,
- meticulousness and attention to detail,

To apply, send an email to Director of Case Management, at humanresources@irisct.org as soon as possible with the following:
- A subject line that says “H&W Manager”
- A cover letter
- An attached resume

Applications will be reviewed in the order they are received and until the position is filled.