Job Announcement
(full-time bilingual Case Manager)

IRIS (Integrated Refugee & Immigrant Services, www.irisct.org), a dynamic refugee resettlement agency in New Haven CT, is looking for a Case Manager who will support the New Haven Universal Representation Pilot Project (NHURPP), a partnership with New Haven Legal Aid and the CT Bail Fund providing support services to immigrants facing deportation.

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.

General Description
NHURPP aims to ensure that anyone residing in Connecticut who faces deportation will be provided with legal representation and other essential services. The long-term goal of the project is universal representation for people facing deportation. The Case Manager will serve clients enrolled in this program as well as other recent immigrants facing a variety of other challenges. The Case Manager will provide direct case management services and coordinate services with other IRIS staff, other community partners and volunteers.

Essential Duties and Responsibilities include:
• Conduct intakes for clients who are referred to NHURPP or IRIS and clients who request services
• Determine service plans with Director of Case Management in accordance with needs, eligibility and resources
• Maintain contact with enrolled clients on a regular basis
• Provide support and community orientation as needed
• Refer clients to other providers as needed
• Coordinate services with other IRIS departments and other local providers as needed
• Research and stay informed about other community service providers and policies and initiatives impacting the immigrant/undocumented community in Connecticut
• Maintain case notes and files
• Support the continued development of NHURPP
• Provide support to attorneys representing clients when appropriate
• Participate in case management team meetings
• Other related tasks as requested by Director of Case Management

Requirements
Candidates must have:
• fluency in Spanish and English,
• social work or case management experience (at least 2 years),
• ability to quickly establish and maintain a good rapport with various types of clientele,
• awareness and sensitivity to multicultural issues and a demonstrated commitment to the mission of IRIS,
• strong communication skills,
• ability to handle multiple demands and shifting priorities in a fast-paced environment,
• ability to set limits with clients 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,
• US driver’s license, good driving record, and willingness to drive clients to appointments.
Ideal clients will have:
• experience working with immigrant populations
- knowledge of the US immigration court system
- a degree in Social Work

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 “NHURPP CM: [Candidate first and last name]”
- A cover letter
- An attached resume

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