

Job Title: Refugee Resettlement Case Manager**About Jewish Family Services of Silicon Valley (JFS SV):**

Jewish Family Services of Silicon Valley (JFS SV) empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Our Refugee Resettlement Program is dedicated to helping newly arrived refugees from diverse cultural, religious, and ethnic backgrounds integrate into the local community and achieve self-sufficiency.

Job Summary:

The **Refugee Resettlement Case Manager** will provide individualized case management services to refugees, guiding them through the resettlement process and helping them access essential resources. This position involves developing comprehensive service plans tailored to meet the unique needs of each refugee family, facilitating their integration into the community, and supporting their journey toward self-sufficiency. Cultural competency and experience working with diverse populations are essential to this role.

Job Duties and Responsibilities:**Case Management:**

- Conduct intake assessments and develop personalized resettlement plans for refugees, addressing needs related to housing, healthcare, education, employment, and social services.
- Assist clients in navigating public benefits, securing housing, enrolling in schools, and accessing medical care.
- Support clients in employment readiness, including referrals to job training, English language classes, and workforce integration programs.
- Monitor and document client progress, adjusting service plans as needed to address any barriers to self-sufficiency.
- Provide guidance on legal and immigration-related issues, including work authorization and residency applications.
- Meet newly arriving refugee clients at the airport to give them initial paperwork, phone and pocket money
- Conduct home visits as required by the resettlement contract.

Cultural & Community Integration:

- Facilitate cultural orientation sessions to help clients understand U.S. systems, laws, and customs, ensuring they are equipped for daily life in their new community.
- Support clients in building social connections and accessing local community resources, while being sensitive to their cultural, religious, and ethnic backgrounds.
- Assist clients in overcoming language and cultural barriers by providing interpretation and translation support when necessary.

Client Advocacy & Collaboration:

- Advocate on behalf of clients to ensure access to services and resources that meet their individual needs.
- Collaborate with external partners, such as healthcare providers, schools, and employment agencies, to coordinate comprehensive services for clients.
- Work closely with internal teams, including vocational counselors and ESL instructors, to provide holistic and integrated services.

Documentation & Reporting:

- Maintain accurate, up-to-date case files and records of all client interactions and services provided.
- Prepare reports in accordance with program contracts and funder requirements, ensuring compliance with resettlement guidelines.
- Track and report on client outcomes, including progress toward self-sufficiency and employment goals.

Language & Cultural Competency:

- Demonstrate sensitivity to the diverse cultural, religious, and ethnic backgrounds of refugee clients, providing services that are respectful and responsive to their needs.
- Provide interpretation and translation services as needed to assist clients in navigating English-speaking environments and accessing services.

Other Responsibilities:

- Participate in staff meetings, trainings, and professional development opportunities to stay current on best practices in refugee resettlement and social services.
- Assist with volunteer coordination, supporting efforts to help refugee families with transportation, housing setups, and other resettlement tasks.

Qualifications:

- Bachelor's degree in Social Work, Human Services, or a related field, or equivalent experience in refugee resettlement or social services preferred.
- Minimum of 2 years of experience in case management, social services, or refugee support.
- Strong cultural competency and experience working with individuals from diverse backgrounds.
- Language skills relevant to refugee populations are highly desirable.
- Excellent communication, organizational, and time-management skills.
- Proficiency in Microsoft Office and case management software.
- Ability to work collaboratively within a team and independently manage multiple cases.

Salary and Benefits: \$66,560-\$69,000

- This position is full time.
- Salary is commensurate with qualifications and experience of the selected candidate.
- Benefits include medical, dental and vision care; company contributions to 403B retirement plan; generous paid time off, supportive colleagues; and a positive work environment in a spacious office.
- Jewish Family Services of Silicon Valley is an equal opportunity employer and values diversity at all levels of the organization. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.