

**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. Since our inception in 1977, we have remained committed to our vision that children, adults, and families in our community have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available without regard to race, religion, sexual orientation, or ability to pay.

**Job Summary:**

The Refugee Resettlement Case Manager (CM) is a full-time position that will support the Resettlement Department by providing case management and access to supportive services. With supervisor's approval the CM will assess and respond to the needs of newly arrived refugees while coordinating services to ensure the clients' well-being in the community.

**Key Responsibilities:**

- Along with Resettlement Management team, make refugees' arrival and post-arrival arrangements.
- Meet newly arriving refugee clients at the airport to give them initial paperwork, phone and pocket money
- Work with housing committee and refugee families to identify appropriate housing, making initial arrangements as needed. Complete Housing and Material Needs checklist prior to arrival.
- Conduct home visits as required by the resettlement contract.
- Assist refugee families with Social Security, Social Services, medical services, WIC, school's enrollment and register with the Selective Services (for males ages 18-26).
- Report to Official Public Health Agency (refugee health clinics) of class A physical disorders affecting public health (as needed).
- Referral to employment services and in-house ESL program.
- Provide Cultural Orientation (CO) and complete CO assessment within the first ninety days.
- File AR-11 and educate client on requirements of filling AR-11 within ten days of arrival.
- Arrange transportation for the first four appointments at refugee clinics.
- Maintain clear and up-to-date documentation in online systems (Apricot and IRIS).
- Conduct 90-day exit interviews and complete all required forms.
- Work closely with volunteer services staff and volunteers.
- Work collaboratively with the resettlement team and with all Refugee Services staff.
- Work with the Preferred Communities (PC) Program Coordinator to facilitate linkages for families to appropriate mental health and social services.
- Collaborate effectively with coworkers and partner organizations. Build and maintain relationships with area service providers for the benefits of clients, such as refugee health clinics and social services.
- Attend all mandatory JFS SV all staff and Resettlement Department meetings.
- Attend all mandatory HIAS, Santa Clara County and State of California trainings and meetings.
- Report directly to Resettlement Program Manager.
- Perform other duties as directed.

**Compliance Documentation:**

- Detail each client interaction in accordance with program requirements.
- Ensure timely and accurate compliance to all reporting requirements, including database management, case noting and file maintenance.
- Complete Resettlement suite and other required documents.
- File AR-11 within ten days of every move and upload a copy of the form in Apricot.

**Requirements:**

- Minimum of bachelor's level education.
- Minimum of 2 years of experience working with refugees.
- High degree of organization and attention to detail.
- Ability to work independently and as part of a team.
- Excellent interpersonal and communication skills
- Proficient in Microsoft Office suite with ability to easily learn database software.
- Clean DMV record, current California driver's license, and access to vehicle; able and willing to transport clients when necessary.

**Language Preference:**

- Bilingual Ukrainian, Russian, Farsi/Dari, and Congolese Swahili/English speaking preferred, but not required.

**Salary and Benefits:**

Salary Range: \$61,400-\$65,000 annually

This position is full time, 37.5 hours/week. JFS SV provides a highly competitive salary and benefits program. 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 (incl. secular as well as Jewish holidays and vacation); 100% paid membership to onsite fitness center; supportive colleagues; and a positive work environment on a beautiful campus.

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.