

**Job Announcement**  
(full-time or part-time bilingual Case Manager)

IRIS (Integrated Refugee & Immigrant Services, [www.irisct.org](http://www.irisct.org)), a dynamic refugee resettlement agency in New Haven CT, is looking for a Case Manager who will support a new initiative 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 communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving a more diverse immigrant population.

**General Description**

The Case Manager will work within the framework of a collaborative initiative with New Haven Legal Aid and several other local partners aimed at ensuring that anyone residing in Connecticut who faces deportation will be provided with legal representation and other 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 a smaller caseload of clients in other circumstances. 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 assessments to determine client needs and eligibility services
- Determine service plans with Director of Case Management and in accordance with needs, eligibility and resources
- Maintain frequent contact with assigned cases, including home visits (as needed)
- Assist clients in accessing appropriate external services and public benefits when eligible
- Coordinate with other IRIS staff, community providers and volunteers for services including English class, childcare, education, health care, employment, immigration legal services, mental health services, addiction services, disability services and benefits, housing services, etc.
- Research and stay informed about other community service providers
- Transport and accompany clients to appointments for various services and help them find ways to get to their appointments independently
- Provide additional community and cultural orientation (as needed)
- Insure that proper language interpretation and translation are provided as needed for meetings with clients and for important written documents
- Maintain case files, case notes and required documentation for each case
- Participate in program meetings as needed
- Provide regular reporting to IRIS management and funders about the program
- Participate in monthly CM department meetings
- Other related tasks as assigned by Director of Case Management or Executive Director

**Requirements**

Candidates must have:

- native level proficiency 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:

- a degree in Social Work
- experience working with immigrant populations
- knowledge of the US immigration court system

To apply, send an email to Director of Case Management, at [humanresources@irisct.org](mailto:humanresources@irisct.org) as soon as possible with the following:

- A subject line that says "UR 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. While candidates seeking full-time employment are preferred, candidates seeking part-time employment will also be considered.