

**Job Announcement – Refugee Case Manager**

**Background:**

IILA’s Local Integration & Family Empowerment (LIFE) Division provides a wide array of services to diverse populations including families who have been victims of trafficking, newly arrived immigrants and refugees, unaccompanied minors and families who have been forced to migrate due to violence and/or other traumatic situations. LIFE services include comprehensive case management, client support groups, job training, job placement, transportation subsidies, and community outreach and education. LIFE Division is projected to serve about 30,000 individuals each year. The LIFE Division is seeking a Refugee Resettlement Case Manager to assist Ukrainian Humanitarian Parolees access services and resources to ensure a successful transition to life in the USA.

**General Summary:**

Under the supervision of the Director of Immigrant and Refugee Services, the Refugee Case Manager will be responsible for providing comprehensive case management services for eligible Ukrainian refugees in LA, Orange, San Bernardino, Riverside, and Ventura counties.

**Essential Functions:**

Within a teamwork environment, the essential functions of the job include the following responsibilities:

* Conduct outreach to Ukrainian Humanitarian Parolees and their sponsors.
* Develop family self-sufficiency plans and provide linkages to Office of Refugee Resettlement and mainstream benefits, including, but not limited to, cash and medical assistance (including medical and TB screenings), employment, child care, legal, social services and ESL classes.
* Assist Ukrainian Humanitarian Parolees in applying for Social Security Numbers, Employment Authorization Documents, driver’s licenses, school enrollment, etc.
* Provide emergency assistance for housing and other needs in the event of sponsorship breakdown.
* Maintain all case records according to agency guidelines.
* Maintain accurate client financial records for all client related expenses and/or financial assistance provided to clients.
* Adhere to all program guidelines and regulations.
* Attend all meetings, orientations and trainings as required.
* Perform other job-related duties as assigned by the Director of Immigrant and Refugee Services.

**Job Requirements:**

* Bachelor’s degree in Social Work (BSW) or an equivalent degree in education, psychology, sociology or other behavioral science is preferred. However, work experience may be substituted for degree.
* Excellent organizational, oral, written and interpersonal communication skills.
* Bilingual in English and Ukrainian or English and Russian.
* Experience in assessment and case note writing.
* Must demonstrate a deep knowledge of Ukrainian population and culture.   
  Ability to prioritize duties and multi-task in a fast-paced environment.
* A valid driver’s license, insurance, a clean driving record, and reliable personal transportation is strongly preferred—a copy of driving record will be required prior to employment.
* Must possess knowledge and sensitivity to cultural differences.
* Must have proficient computer skills using Microsoft Word, Outlook and the internet.
* Ability to keyboard a minimum of 50 wpm.
* **Criminal background clearance will be required prior to employment.**

**Essential Interpersonal Skills:**

* Ability to be flexible, self-directed, and responsible.
* Ability to work independently as well work collaboratively as part of a team.
* Willingness to develop professional and technical skills.
* Ability to seek out and provide support for others as a team member.
* Strong communication and organizational skills.
* Ability to maintain a strong focus on achieving results.
* Proactive solution-oriented approach to problem solving.
* Ability to be an appropriate role model.
* Ability to demonstrate emotional maturity.

**Physical Demands:**

The selected employee must be able to meet the following physical demands:

* Intermittent or sometimes continuous sitting, walking, standing, bending, squatting, climbing, kneeling and twisting.
* Daily keyboarding and use of computer for a minimum of four hours.
* Must be able to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead.

**Job Site Location:**

Office is located at: 3800 La Crescenta Avenue, #207, Glendale, CA 91214.

**Pay Rate:**  The hourly rate for this full-time, non-exempt position is $23.47/hour.

**Benefits Package:**

We offer an excellent benefit package to our employees. It includes 100% Employer Paid Medical, Dental HMO, Vision, Employee Assistance Program (EAP) and Basic Life and AD&D insurance. We also offer Voluntary Life, Accident, Hospitalization, Critical Illness and Long-Term Disability insurance policies in which you may choose to enroll.  We have a generous Paid Time Off program, 11 Paid Holidays and one Personal Day each year as well as a 401 (k) retirement plan with a Safe Harbor Match where we match your contribution dollar for dollar up to a maximum of 4% of your total compensation along with an annual profit-sharing plan (vesting applies). We also work a standard 37.50-hour workweek to allow our employees work/life balance.

**Application Information:**

International Institute of Los Angeles (IILA) is an equal opportunity employer. All applicants must complete an IILA employment application. To download our application, please visit our web site at [www.iilosangeles.org/about/careers/](http://www.iilosangeles.org/about/careers/).

Please forward your resume, cover letter and your completed application to:

Veronica Leon

International Institute of Los Angeles

3845 Selig Place

Los Angeles, CA  90031

(323) 224-3800

vleon@iilosangeles.org