**Title: Bilingual Case Manager**

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**Status:** Full-time (40 hours per week, including evening hours, if needed)

**Location:** Worcester, MA

**Compensation:** $21-23/hour, commensurate with experience; medical and dental benefits, paid time off

**About ORIS:** The Organization for Refugee and Immigrant Success (ORIS) is an ethnic community-based nonprofit organization with the mission to aid in the resettlement of refugees and immigrants by providing training, assistance, resources, and opportunities that promote self-sufficiency. ORIS’s Board of Directors and staff are majority new Americans, representing eight countries and fluent in fifteen languages. The power of ORIS lies in its cultural understanding, linguistic expertise, and first-hand knowledge of the immigrant experience. We offer a wide range of programs to support new Americans in our communities, including Reception and Placement, bridging case management, services for survivors of domestic violence, employment services, farmer training, food access, and youth enrichment.

**Job Summary**: The Case Manager will join ORIS’s team in Worcester, MA. The Case Manager provides case management and support to Afghan refugees and their families after their initial resettlement period of 90 days, through their fifth year after resettlement. The Case Manager partners with clients to achieve their goals for wellbeing and self-sufficiency, helping them navigate barriers, and access services. The Case Manager provides Afghan refugees with basic needs support and core social services, addressing clients’ safety, economic, housing, and social needs. The Case Manager is responsible for providing appropriate direct services, advocating on behalf of clients to guarantee that they receive benefits and equitable care, and facilitating appropriate referrals to community partners. The Case Manager is also responsible for coordinating and facilitating a group of clients to engage in community building and civic participation. The Case Manager should have significant professional or life experience working with diverse communities, including communities with limited English proficiency, and responding to clients facing trauma. This position reports to the Worcester Site Director.

**Responsibilities:**

● Provide culturally appropriate direct assistance and support to Afghan clients who have recently resettled in the Worcester area, and/or have experienced trauma, in their primary language. ● Deliver bridging case management to address the client’s individual needs, including employment, housing, adult education, public benefit assistance, mental health services, and legal resources, among others.

● Conduct bilingual/bicultural message development, outreach, and public education with organizations and ethnic community leaders and elders.

● Organize and facilitate client groups to develop rapport, identify community needs, co-design and implement strategies to build community and enhance civic participation.

● Maintain and develop knowledge and skills in best practices, safety planning, consent and confidentiality, trauma-informed care, and provider self-care, among other topics, by participating in training and staying informed about new trends in the field.

● Carry out services in accordance with best practices around consent, confidentiality, and data management.

● Consistently maintain records of services provided in ORIS’s confidential client database and through regular written reports.

● Participate in regular case review with the case management team and in ORIS staff meetings and other events as scheduled.

● Perform other duties and contribute to all-staff activities as assigned.

**Required Qualifications**:

● Experience working across multiple languages and cultures, particularly with refugees or immigrant populations with diverse cultural and socioeconomic backgrounds.

● 1-2 years of experience in the human services sector, with a minimum of 1 year of professional experience in direct service for diverse communities; direct experience with victims of domestic violence, sexual assault, and/or trauma preferred.

● Excellent written and verbal communication skills; able to communicate effectively and respectfully with clients with varying beliefs, behaviors, orientations, identities, and cultural backgrounds. ● Ability to effectively and efficiently document and report on activities, excellent organizational skills and attention to detail.

● Ability to be self-directed, motivated and an independent problem solver.

● Valid driver’s license with a clean driving record and reliable private vehicle. Traveling around Worcester, MA is essential.

● Availability to work a flexible schedule, including evenings, if needed.

● Proficiency in Dari or Pashto preferred.

**Physical Requirements:** The ability to sit and work in an office setting for extended periods of time is required to execute job responsibilities. Much of the work takes place in the community, including home visits with clients, and workplace meetings with employers. Reliable transportation is required, as is strict adherence to CDC and Massachusetts Department of Health and Human Services guidelines around preventing the spread of COVID-19.