

**Title: Reception & Placement Case Manager**

**Status:** Full-time (40 hours per week, including evening and weekend hours, when needed) **Location:** Worcester, MA

**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 Reception & Placement (R&P) Case Manager will join ORIS’s refugee resettlement program in Worcester, MA. The R&P Case Manager provides intensive case management and support to newly arrived refugees and their families during the initial resettlement period of 90 days, The R&P Case Manager focuses on

guiding clients through the resettlement process, helping them navigate barriers, and access services to work toward self-sufficiency. The R&P Case Manager provides refugees with basic needs support and core social services, addressing clients’ safety, economic, housing, and social needs. The R&P Case Manager is responsible for conducting home visits, 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 R&P 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, linguistically-appropriate, trauma-informed, respectful case management services to clients and families.

● Coordinate to provide and prepare appropriate housing for clients and families prior to arrival. ● Pick-up newly arrived clients from the airport, coordinate or provide a culturally appropriate meal, and conduct an initial home visit and safety check.

● Conduct the 24-hour home visit to begin developing strong rapport with clients, assess their needs, develop goals for the resettlement process, and address concerns.

● Secure transportation and interpretation for appointments as needed (ie: refugee health screening, school enrollment, benefits enrollments, etc.).

● Assist clients to complete forms and applications for public benefits and services. ● Facilitate comprehensive Cultural Orientation sessions to introduce clients to cultural and community expectations, and US laws and regulations.

● Maintain case notes and client files in an accurate, complete, and confidential manner. ● Complete all documentation, case notes, and reports thoroughly, to appropriate specifications, and within required deadlines.

● Network and develop relationships with community partners and other service providers. ● Participate in regular training, case review, and staff meetings.

● Perform other duties as assigned by the Worcester Site Director.

**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 social work, or other applicable human services positions. A minimum of 1 year of professional experience in direct service for diverse communities.

● 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.

● Familiarity with the local social services community.

● Ability to be self-directed, motivated, and an independent problem solver. Ability to organize and manage multiple client needs simultaneously.

● Ability to create and maintain healthy professional boundaries with clients.

● Valid driver’s license with a clean driving record and reliable private vehicle. Travel around Massachusetts is essential.

● Proficiency with common computer software, such as Microsoft Word, Excel, and PowerPoint. ● Availability to work a flexible schedule, including evenings and weekends, if needed. ● Proficiency in a language spoken by ORIS’s New American clients required (Somali, Swahili, Lingala, Kinyarwanda, Kirundi, or Dinka preferred).

**How to Apply**: Interested applicants should send a cover letter and resume to ahisham@refugeesuccess.org. Applications will be reviewed on a rolling basis. ORIS is an equal opportunity employer.