



**JEWISH FAMILY &  
COMMUNITY SERVICES**  
EAST BAY

Position Announcement

## **Refugee Services Resettlement Case Manager**

**JOB TITLE:** Refugee Services Resettlement Case Manager

**DEPARTMENT:** Refugee Services

**REPORTS TO:** Refugee Services Manager

**LOCATION:** Concord Office

**EMPLOYMENT TYPE:** Full time (37.5 hours per week), Non-exempt hourly

### **OUR AGENCY**

Rooted in Jewish values and historical experiences, and inspired by the strengths of the diverse communities we serve, JFCS East Bay promotes the well-being of individuals and families by providing essential mental health and social services through every stage of life. JFCS East Bay is an innovative, multicultural human service agency that has served individuals and families throughout Alameda and Contra Costa counties since 1877.

The agency's current programs include resettling refugees, providing mental health services to children and families, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 70 employees is characterized by its dedication, teamwork, warmth, and humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

*JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients. We are committed to creating a community where staff and clients from all backgrounds feel safe, welcome, and included. We are looking for equity-minded applicants who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. We hope to expand our diversity in the belief that clients heal best when staff represent the communities they serve and are guided by values of social justice.*

### **JOB SUMMARY**

The Resettlement Case Manager provides services to newly arrived refugees and Special Immigrant Visa holders during the initial ninety-day period of resettlement, in coordination with other staff and agency volunteers. The Resettlement Case Manager reports to the Refugee Services Manager. Farsi/Dari fluency is preferred. This is a full-time hourly position, based in our Concord office.

### **DUTIES & ESSENTIAL JOB FUNCTIONS**

- Meet with and educate the U.S. tie (local anchor person) about the roles and responsibilities of the U.S. tie and of JFCS East Bay. Coordinate refugees' arrival and post-arrival arrangements.
- Work with U.S. ties and refugee families to identify appropriate housing, making initial arrangements as needed.
- Conduct the initial and second home visits required by the resettlement contract.
- Complete required orientation for each family as well as the Cultural Orientation assessment.
- Enroll the refugee family with Social Security, Social Services, medical services, and schools.

- Provide comprehensive case management during the initial ninety-day resettlement period, staying in close contact with refugee families as needed.
- Maintain clear and up-to-date documentation in online systems (Unicentric and IRIS) as well as hard-copy charts.
- Conduct exit interviews and complete all required forms.
- Submit required ninety-day report to national resettlement agency, HIAS.
- Work closely with volunteer services staff and volunteers.
- Work collaboratively with the resettlement team and with all Refugee Services staff.
- Work closely with the Mental Health Program Coordinator to facilitate linkages for families to appropriate mental health and social services.
- Document activity associated with non-resettlement services for other department programs, often extending beyond the ninety-day resettlement period.
- Perform other duties as directed.

## QUALIFICATIONS

- Experience working with immigrants and refugees.
- Familiarity with the refugee communities served, particularly Afghans, with demonstrated competence and sensitivity.
- Farsi/Dari or Arabic fluency is preferred.
- High degree of organization and attention to detail.
- Ability to maintain strict confidentiality.
- Patience, compassion, and flexibility.
- Ability to work independently and as part of a team.
- Excellent interpersonal skills with people of all ages.
- Basic computer skills.
- Well-developed verbal and written skills.
- Clean DMV record, current California driver's license, and access to vehicle; able and willing to transport clients when necessary.
- High school or GED preferred.
- Commitment to agency mission of promoting and strengthening the social and emotional wellbeing of diverse individuals and families throughout the East Bay.

## COVID-19 REQUIREMENTS

All employees must show proof of vaccination against COVID-19 and follow JFCS East Bay COVID-19 policies. Reasonable accommodations may be made for individuals with medical or religious reasons where they do not cause undue hardship or pose a direct threat to the health and safety of others.

## COMPENSATION AND BENEFITS

Compensation starts at **\$23.50 per hour**. Generous benefit package includes: Medical, Dental, Vision, Life Insurance, FSA/HSA, 401(k) with agency match (after 1 year), 28 paid days off, great colleagues, and a friendly, respectful work environment.

## TO APPLY

Please submit a thoughtful cover letter and resume to [currentjobs@jfcs-eastbay.org](mailto:currentjobs@jfcs-eastbay.org). Please include your name, the title of the position, and "RS40" in the subject line. Position open until filled.

*JFCS East Bay is an Equal Opportunity employer that highly values diversity and does not discriminate on the basis of age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), denial of family and medical care leave, disability (mental and physical, including HIV and AIDS), marital status, medical*

*condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, child birth, breastfeeding, and medical conditions related to pregnancy, child birth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state, and local laws.*