

**Nationalities Service Center** (NSC) is currently recruiting for a Bridge to Wellness Case Manager

NSC is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 90 countries.

**Summary of Principle Duties:**

The Bridge to Wellness Case Manager position will provide case management, information and referral and support services to survivors of domestic violence through the Bridge to Wellness program. The Case Manager position will deliver the highest level of case management services through effectively determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client’s pursuit of goals. The Case Manager position also leads BTW support programs including groups and related special activities. Additionally, the Case Manager position will supervise interns to assist in program implementation.

The Case Manager position has internal contacts with the entire administrative staff and external contact with clients, funders, visitors, representatives of other social services agencies, and the community. This position has access to sensitive NSC and client information and is expected to handle such information with integrity and professionalism. This position is expected to represent NSC in a professional manner.

The Case Manager position will report directly to the Family Strengthening Coordinator, overseen by the Director of Health and Wellness, and participate in department activities as necessary.

Social service case management of immigrant survivors of domestic violence. This includes:

* Assessing needs and developing case management plan in partnership with client
* Identifying resources to successfully begin to meet needs
* Documenting all client interactions and proactively support client’s pursuit of goals
* Tracking progress and needs of clients and their families
* Implementing groups for survivors and their families as outlined by the grant proposal
* Developing post-service plans
* Maintaining case and program records
* Advocating on behalf of the clients and those similarly situated within NSC and throughout the broader community
* Supervising interns and student groups assigned to work on the project
* Communicating with third parties, anchor relatives, school officials, welfare staff, etc. on behalf of the clients, and assisting in the transportation to social security offices, etc.
* Coordinating services with other NSC departments including but not limited to education, legal and employment services
* Maintaining accurate, timely and orderly case and database records and preparing reports in a timely and accurate manner
* Conducting all activities within the funders’ and NSC’s guidelines
* Providing all services in a culturally and linguistically appropriate manner
* Developing new partners to meet gaps in service delivery
* Actively participating in weekly case meetings and other department, agency, community and provider meetings, as needed
* Maintaining accurate, timely and orderly case database and financial records and preparing reports in a timely and accurate manner
* Maintaining and keeping current client case files and track other case related documentation
* Conducting outreach to clients through participation in outside events and distribution of material within the community including ethnic and community affairs, ethnic churches and other sites frequented by immigrants and refugees

**Knowledge, Skills, and Abilities:**

* Basic understanding of NSC’s mission, vision, values, programs and services and business plan
* Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs
* Ability to effectively use standard office equipment
* Possess strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community
* Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases
* Adhere to all NSC and departmental policies and procedures
* Attend all NSC in-services as required
* Strong written and verbal communication skills and effectively communicate with individuals and groups
* Knowledge of basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client’s pursuit of goals
* Ability to effectively interview and engage a client in appropriate programming
* Ability to effectively conduct one on one advocacy and/or educational presentations
* Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team’s work

**Qualifications:**

**Minimum Experience**: 2+ years of case management experience working within the refugee and immigrant community. Bilingual skills are required (Spanish-English).

**Minimum Education:** Master’s degree in social work preferred. Professional licensure preferred.

**Licensure:** Valid drivers’ license with access to reliable transportation.

**Salary:** commensurate with experience as well as a generous, comprehensive benefit package.

**To Apply:** For consideration, please send your cover letter, resume, to Human Resources, [jobs@nscphila.org](mailto:jobs@nscphila.org). by

**December 7, 2016.**

*NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.*