



## Refugee Resettlement Case Manager Opportunity

---

### **About Jewish Family Services of Silicon Valley (JFS SV)**

#### **Our Mission and Our Values**

Jewish Family Services of Silicon Valley (JFS SV) empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1977, we have remained committed to our vision that children, adults, and families in our community have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available without regard to race, religion, ethnicity, sexual orientation, or ability to pay.

#### **JFS SV is committed to the core values of:**

**Jewish traditions** of social responsibility, compassion, and respect for all members of the community.

**Social work ethics** of responsive, caring, and skilled professional service; and responsiveness to the changing needs of the people we serve.

### **JOB SUMMARY**

**We are seeking an experienced case manager** who will provide 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 Refugee Resettlement Case Manager will assess and respond to the needs of newly arrived refugees while coordinating services to ensure the clients' well-being in the community.

### **KEY AREAS OF RESPONSIBILITY**

- Along with Resettlement Coordinator, make refugees' arrival and post-arrival arrangements.
- Meet newly arriving refugee clients at the airport to give them initial paperwork, phone and pocket money
- Work with housing committee and refugee families to identify appropriate housing, making initial arrangements as needed.
- Conduct home visits as required by the resettlement contract.
- As needed, assist Resettlement Coordinator to enroll refugee families 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 (Apricot and IRIS).
- Conduct 90-day exit interviews and complete all required forms.
- Work closely with volunteer services staff and volunteers.
- Work collaboratively with the resettlement team and with all Refugee Services staff.
- Work with the Preferred Communities (PC) Program Coordinator to facilitate linkages for families to appropriate mental health and social services.
- Perform other duties as directed.

## **COMPENSATION AND BENEFITS**

This position is full time, 37.5 hours/week. JFS SV provides a highly competitive salary and benefits program. Salary is commensurate with qualifications and experience of the selected candidate. Benefits package includes medical, dental and vision care; company contributions to 403B retirement plan; generous paid time off (incl. secular as well as Jewish holidays and vacation); 100% paid membership to onsite fitness center; supportive colleagues; and a positive work environment on a beautiful campus.

## **REQUIRED QUALIFICATIONS AND EXPERIENCE**

- Minimum of bachelor's level education.
- Minimum of 2 years of experience working with refugees.
- High degree of organization and attention to detail.
- Ability to work independently and as part of a team.
- Excellent interpersonal and communication skills
- Proficient in Microsoft Office suite with ability to easily learn database software.
- Clean DMV record, current California driver's license, and access to vehicle; able and willing to transport clients when necessary.

## **LANGUAGE PREFERENCE:**

Bilingual Farsi, Dari, Arabic or Amharic/English speaking preferred, but not required.

**Résumé and cover letter to: [jobs@jfssv.org](mailto:jobs@jfssv.org)**

---

**Jewish Family Services of Silicon Valley**  
**14855 Oka Road, Suite 202**  
**Los Gatos, CA 95032**  
[www.jfssv.org](http://www.jfssv.org)

Jewish Family Services of Silicon Valley is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We are committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.