



Jewish Family Services
of silicon valley

Refugee Services PC Program 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

Preferred community (PC) is a program to provide intensive case management services to vulnerable refugees and asylees in Santa Clara County. We are seeking an experienced case manager PC who will provide direct service to vulnerable refugees and asylees as well as outreach to community agencies and providers to create a network of welcoming services for vulnerable refugees.

KEY AREAS OF RESPONSIBILITY

- Along with the PC Program Coordinator, enroll new clients into the PC Program.
- Provide intensive direct case management to refugees who have been in the U.S. for 0-5 years.
- Coordinate with government and community agencies to enroll clients in benefits and services.
- Work with the Resettlement Coordinator to provide direct assistance for new refugee clients who are concurrently enrolled into the PC Program.
- Conduct home visits as required by the resettlement contract.
- Contribute to PC documentation including case notes for each client in semiannual and annual reports on Apricot database and ensure that refugee client case files are complete and current.
- Conduct outreach to community service agencies and in the areas of health, mental health, housing, employment, social integration, and cultural activities.
- Work with PC Program Coordinator to assess the mental health/trauma treatment needs of each refugee and make appropriate referrals.

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

- MSW or related field strongly preferred.
- Minimum 2 years prior case management experience in a nonprofit or community agency.
- Working knowledge of public benefit and safety net programs.
- Prior 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

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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.