

**Rental Assistance/PRIME Case Manager**

# PURPOSE OF POSITION:

The Rental Assistance/PRIME Case Manager will maintain the current rental assistance database and files, create and maintain case files, and submit necessary documents to the state to provide rental assistance. In addition, they will ensure that clients’ basic needs (housing, food, clothing, etc.) are addressed through intensive case management until clients can meet these needs on their own.

# RESPONSIBILITIES:

*PRIME:*

* Conducts assessments to determine clients’ needs and eligibility for PRIME services
* Maintains frequent contact with assigned cases
* Assists clients in accessing appropriate external services and public benefits
* Coordinates referrals with other Refugee Resettlement Office staff and community providers for services including English classes, childcare, education, health-care, employment, immigration legal services, mental health services, addiction services, disability services and benefits, housing services, etc.
* Transports and accompanies clients to appointments for various services and helps them find ways to get to their appointments independently
* Provides extended community and cultural orientation (in addition to what was provided during R&P period), as needed
* Ensures that proper language interpretation and translation are provided as needed for meetings with clients and for important written documents
* Maintains organized case files, detailed case notes, and required casefile documentation for each client
* Participates in PRIME program network meetings/webinars
* Participates in weekly department meetings
* Provides regular reports to Refugee Resettlement Office management, and funders about the PRIME programs
* Maintains and update PRIME databases with client information, EMM/ORR-mandated assessments, resources and gaps, and referrals
* Opens, closes and transfers cases in a timely fashion

*Tier 2 housing assistance:*

* Accept client referrals for the Tier 2 rental assistance program
* Maintain database and update as necessary
* Create new intake files and ensure all paperwork is complete
* Submit requests in timely manner to state coordinators for approval
* Update case managers as requests are approved
* Submit check requests for rental assistance to associate director
* Deliver checks to landlords
* Complete all tasks as detailed in contract
* Submit monthly MCR report to state
* Research potential rental assistance sources on a regular basis

# QUALIFICATIONS:

* Bachelor’s degree in a related field desired;
* Experience with housing assistance programs desired;
* Experience working with refugees, low income and other vulnerable populations desired;
* Demonstrate willingness to work on a team, flexibility, adaptability, and the ability to perform and collaborate in fast-paced working environments;
* Strong research and analysis, planning, community organizing, interpersonal and cross-cultural communication skills required;
* Strong organizational and record-keeping skills;
* Driver’s license and vehicle desired;
* Ukrainian language skills preferred;
* Strong writing and verbal presentation skills required; and
* Advanced fluency in Microsoft Word, Excel, PowerPoint, and virtual meeting applications required.

We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.

# BENEFITS:

* Pay is $23/hour for 40 hours per week.
* Benefits include medical, dental, 403(b) retirement plan, paid vacation and sick leave as described in Diocese of Olympia Employee Handbook.

To apply, please submit your resume, cover letter and 2 references to jessie@rroseattle.org. All candidates submitting resumes and inquiring emails that pique our interest will be contacted via a return email and scheduled for a Zoom first interview. Candidates who are selected to move on will then be scheduled for a second in-person interview.