

**Job Description**

**InterFaith Works of Central New York  
CENTER FOR NEW AMERICANS  
1010 James Street, Syracuse, NY 13203**

**Title: Refugee Match Grant Case Worker**

**Job Description**

**Summary of Responsibilities:** Provide direct service to Reception and Placement and/or Match Grant clients as required by cooperative agreements and contracts. Keep required documentation and reports as required by cooperative agreements and contracts. Interpret as needed. Positions are supervised by Program Director.

1. Develop and maintain good relationships with Church World Service (CWS) and Episcopal Migration Ministries (EMM) personnel in NYC.
2. In coordination with other staff, insure all core services are provided in as timely a manner as possible for every Reception and Placement and Match client assigned to position.
3. Assist clients in applying for public benefits to which they are entitled, such as social security, food stamps, Medicaid, WIC, TANF and or NYS Safety Net, as needed.
4. Transport clients to required appointments as required.
5. Develop and maintain relationships with other service providers, for example, social services, ESL classes, Refugee Assistance Program job developers, medical service, landlords and others.
6. Make sure case file and reporting standards are met for CWS and EMM.
7. Make sure all arrival, housing and household furnishing requirements are met.
8. Insure all match grant regulations are met, for assigned clients in the match grant program.
9. Attend training and informational conferences, as requested.
10. Assist assigned clients by providing initial and ongoing cultural orientation.
11. Assist in raising visibility and adding to the positive image of the refugees in the Syracuse Community.
12. In consultation with the program director, actively advocate on behalf of assigned individual clients and for refugees, as a whole.

13. Make sure clients have received all client money due to them and that all financial transactions are properly documented in case files and at the main office.
14. Provide limited “aftercare services” to clients if/when time permits.
15. Report emergencies, serious difficulties and potential large problems with clients, other providers, and supervised staff, to director as soon as possible.
16. Work collegially with other IFW staff, with CNA program staff, interns and volunteers. Participate as a team member in staff meetings, in case management meetings and all staff activities.
17. Coordinate direct client work of volunteers, interns and interpreters who relate to assigned clients.
18. Share on-call hours for picking up refugee arrivals and emergencies with other staff.
19. Recognize and refer eligible clients to the refugee family reunion specialist.
20. Follow IFW and CWS and EMM policies.
21. Perform other related responsibilities as assigned.

Required Qualifications: Bachelor’s degree in a related field or equivalent experience. Bi-cultural and bi-lingual in at least one other language. Fluent in English with excellent oral and written communication skills, and at least one other language used by agency clients. Excellent judgment in sensitive matters regarding clients, able to keep detailed accurate written records and make required reports. At least two years cross cultural experience. Have reliable transportation and cell phone.

Hours: Full time

Submit resumes to:

Marcy Bowles  
Human Resources Administrator  
InterFaith Works of CNY  
1010 James Street  
Syracuse, NY 13203

[mbowles@interfaithworkscny.org](mailto:mbowles@interfaithworkscny.org)

315-449-3552, ext. 101