



**HIAS Pennsylvania**  
2100 Arch St., Phila., PA 19103, [www.hiaspa.org](http://www.hiaspa.org)  
Phone (215) 832-0900, Fax (215) 832-0919  
**Refugee Resettlement Case Aide**  
**Haverford House Fellowship 2017-2018**

### **Mission & Organization Overview**

Based on the value of “welcoming the stranger, HIAS Pennsylvania provides legal, resettlement and supportive services to immigrants, refugees and asylum seekers from all backgrounds in order to assure their fair treatment and full integration into American society. HIAS Pennsylvania advocates for just and inclusive public policies and practices.

HIAS Pennsylvania (HIAS PA) serves over 2000 individuals each year of all ethnicities, and religion through the following 4 programs:

- **Citizenship Assistance for Vulnerable Adults Program** provides application legal services and classes to elderly and vulnerable refugees and immigrants who are seeking to naturalize.
- **HIAS PA’s Immigration Legal Services** helps individuals navigate the different federal agencies, especially the U.S. Citizenship and Immigration Services. In this program, we serve the most vulnerable including **unaccompanied and abused immigrant youth, survivors of interpersonal violence and trafficking, victims of torture, and isolated Latino immigrants.**
- Our **Asylee Outreach Project** links those granted asylum to social and refugee services, conducts self-sufficiency workshops for asylees, and provides immigration legal services and public benefits advocacy to asylees.
- **HIAS PA’s Refugee Resettlement Services** provides case management, acculturation and a pathway to self-sufficiency for the newest arrivals. **HIAS PA seeks a Haverford House Fellow for this program.**

### **JOB DESCRIPTION**

**Job Title:** Refugee Resettlement Case Aide  
**Program:** Refugee Resettlement  
**Supervisor:** Director of Refugee Programming and Planning, Rona Buchalter  
Contact: [rbuchalter@hiaspa.org](mailto:rbuchalter@hiaspa.org)  
**Hours:** Four days per week over approximately 50 weeks

### **Background Information**

Successful integration of refugees is critical both for the refugees themselves and to maintain public support for the refugee program. Increasingly, refugee resettlement is being criticized, and certain public officials seek to close our doors to refugees. Throughout the past year under the current administration, it has become increasingly essential that agencies such as HIAS PA provide quality services to refugees and build bridges between members of the public and new refugees.

Through our national affiliate, HIAS PA has a contract with the Department of State to resettle refugees in the Philadelphia area, giving them an opportunity for a better life. While some refugees join family members already residing in the area who assist with housing and economic integration, most arrive in the United States having no established family or community. As part of the agreement with the Department of State, resettlement agencies are responsible to provide a broad range of social services and case management to help them achieve economic self-sufficiency as quickly as possible. The HIAS PA Refugee Resettlement Program works to find a safe, secure and affordable home for the family; greets the family at the airport and provides for a warm meal that night; assists in applying for social security cards and public benefits; facilitates access to a thorough medical screening; conducts community orientation and case management; and helps refugees to become self-sufficient through employment and education.

The position is an excellent opportunity to gain entry into the unique and special activities related to resettling refugees, many of whom have lived in camps or were forced out of their native countries due to war, persecution or conflicts.

### **Summary of Responsibilities**

- Support newly arrived refugees with appointments, including medical and financial
- Support case managers during the three-month resettlement period for newly arrived refugees
- Map and develop community assets and help make referrals to community partners
- Communicate client concerns to the agency's staff and coordinate service plan with supervisor
- Advocate on behalf of clients throughout the broader community
- Participate in coordinating and developing extended cultural orientation, including U.S. healthcare, job market, and financial literacy
- Identify collaborations with other refugee serving agencies in the city to amplify refugees' integration, community-building, and opportunities for success
- Assist the resettlement team in other capacities

### **Job Qualifications**

- A commitment to social justice and refugees and an interest in working with diverse communities
- Ability to work independently and as a member of a team.
- Excellent verbal and written communications skill in English required.
- Proficiency in a second language preferred.
- Strong computer skills, including Microsoft Office applications, with accuracy in data entry.
- Ability to work with a multicultural caseload and ethnically diverse staff.
- Initiative and communication skills required to build working relationships with a wide range of agencies and individuals.
- Ability to exercise sound judgment in decision making practices.
- Strong organizational and time management skills.
- High degree of skill in doing detailed reporting and maintaining accurate case files.
- Ability to identify challenges and provide recommendations for solutions. .
- Willingness to learn about resources in the City of Philadelphia (as well as surrounding counties) and to travel on public transportation throughout the City.

*HIAS Pennsylvania is an equal opportunity employer and does not discriminate against any on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief.*