



JOB DESCRIPTION

POSITION TITLE: Program Coordinator, Refugee Cash Assistance and Resettlement

DEPARTMENT: Direct Program Services - Reception & Placement (R&P) Program

REPORTING RELATIONSHIP: Direct Program Services Director

STATUS: FT 40 hours/week, with benefits (paid holidays, optional medical/dental, retirement, life insurance)

ARRIVE MINISTRIES: Is a faith-based organization dedicated to the cause of the refugee and immigrant. Our mission is to live out God's command to welcome refugees and immigrants by loving them practically, socially and spiritually. We provide direct program services *and* we empower the local Church to welcome and walk alongside newly arriving refugees.

POSITION SUMMARY: Work with refugees who are new to the Twin Cities in two key functions: facilitate eligibility and enrollment in the Refugee Cash Assistance (RCA) program; and secure housing and other required furnishings. In addition, assist the Reception & Placement staff with other tasks to welcome newly arriving refugees to Minnesota.

DUTIES AND RESPONSIBILITIES:

1) RCA PROGRAM ADMINISTRATION

- By working directly with refugee clients, determine program eligibility
- Maintain thorough, confidential, and accurate client records
- Conduct eligibility interviews and process applications
- Provide orientation for RCA, Supplemental Nutrition Assistance Program (SNAP), and Refugee Employment Services (RES) programs.
- Document client information with county public assistance offices
- Maintain regular follow-up to ensure client compliance with RCA program expectations.
- Oversee monthly distribution of RCA checks and bus cards to clients.
- Recover overpayments and issue restored benefits when applicable.

2) HOUSING SPECIALIST & RESETTLEMENT COORDINATOR

- Assist in finding and securing housing for newly-arrived refugees
- Maintain and develop relationships with local property managers and landlords who will rent to refugees as well as local service providers who donate clothing, furniture & other items
- Assist in obtaining required material needs (i.e. furniture, hygiene, kitchen supplies) for each newly arriving refugee
- Manage donated supplies and coordinate with staff to obtain required items
- Assist R&P case managers with resettlement related tasks, as needed (e.g., organizing case files, coordinating social service referrals, assisting with client appointments, etc.)

KNOWLEDGE & SKILLS REQUIRED:

- Experience and interest in working cross-culturally and with individuals of limited English proficiency.
- Strong computer, office and record-keeping skills.
- Demonstrated independent-working, organizational and problem-solving abilities, with an emphasis on collaboration
- Proficiency with Microsoft Word, Microsoft Excel, online databases, internet.
- Accuracy and attention to detail, with the ability to multi-task and adapt to change
- Ability to speak, read, and write fluently in the English language.
- Valid Minnesota driver's license, insurance, and access to a vehicle, with a clean driving record.
- Patience and the ability to be firm with people regarding program requirements and participation expectations.
- Agree with and adhere to [Transform Minnesota's Statement of Faith, Core Values and Code of Conduct](#).

PREFERRED KNOWLEDGE & SKILLS:

- Background in social services provision and knowledge of/familiarity with community resources in the Twin Cities metro area.
- Fluency in Dari, Karen, Russian, Pashto, Somali, or Ukrainian

ADDITIONAL INFORMATION:

- 40 hours per week within a typical work schedule of Monday to Friday, 8:30 a.m. to 5:00 p.m.
- Flexibility in scheduling required to attend late-evening or early morning appointments, for training activities, or to address emergency needs.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

TO APPLY: Please complete the Transform Minnesota job application, and upload a cover letter and current resume. You will receive an email confirming your submission. Applications will be accepted on a rolling basis, and requests for interview will be sent out by email. Please no phone calls.

Update: April, 2021