



Program Coordinator, Refugee Cash Assistance

Job Description

Reports to: Director of Refugee Services

Status: Full-time, 40 hours/week, with benefits

Arrive Ministries is a Christian nonprofit seeking life transformation for refugees, immigrants, and the Church. Arrive Ministries is a refugee resettlement agency, providing resettlement services to newly-arriving refugees.

Job Summary: The Refugee Cash Assistance Program Coordinator screens and processes all Refugee Cash Assistance (RCA) applications for refugees and Special Immigrant Visa recipients and other eligible individuals (Asylees, Humanitarian Parolees, Cuban/Haitian entrants) living in surrounding counties.

RESPONSIBILITIES:

- Determine initial and ongoing client eligibility for the RCA program.
- Conduct RCA eligibility interviews, process applications, and collect necessary verifications.
- Inform clients of rights, responsibilities, expectations, and data privacy practices.
- Provide orientation for RCA, Supplemental Nutrition Assistance Program (SNAP), and Refugee Employment Services (RES) programs and complete enrollments into each program as eligible.
- Input client information in the MAXIS database and fax to county public assistance offices, ensuring security of all private data.
- Partner with local county financial workers to ensure client access to and compliance with programs.
- Maintain thorough and accurate client records in RCA case files and MAXIS database, as well as R&P case notes.
- Collaborate with and make referrals to Refugee Employment Services (RES) agencies on behalf of clients and maintain regular monthly follow-up to ensure client compliance with program expectations.
- Oversee monthly distribution of RCA checks and bus cards to clients.
- Respond to phone inquiries and walk-in clients.
- Impose sanctions on non-compliant clients, in accordance with RCA program standards.
- Recover overpayments and issue restored benefits when applicable.

KNOWLEDGE AND SKILLS:

Required:

- Bachelor's degree or equivalent work experience
- Excellent time management, organization, and problem-solving abilities
- Demonstrated ability to work independently, communicate professionally (verbal and written), take initiative, and build collaborative professional relationships with internal and external partners
- Patience and compassion with people in transition and limited English capabilities.

- High competency in database functions, creating and maintaining Excel spreadsheets, utilizing Microsoft Office products, navigating computer databases and systems.
- Able to speak, read, and write fluently in English
- Driver's license and access to reliable transportation
- Agree with and adhere to TM's Statement of Faith, Core Values and Code of Conduct

Preferred:

- Ability to speak refugee languages such as Arabic, Burmese, French, Karen, Kiswahili, Oromo, Spanish, Pashto, Dari or Somali
- Personal or related experience working with individuals from a refugee or immigrant background