

Title: Bilingual Case Manager

Salary: \$45,000- \$50,000

Focus Areas: Civil Rights / Advocacy, Crime / Legal-related, Human Services, International / Foreign Affairs

Job Function: Advocacy / Lobbying, Direct Service / Social Service, Legal, Social Work / Counseling, Case Management

Position Type: Full Time, Non-Exempt

Location: Atlanta Metro

Degree Level: Bachelors

Willingness to Travel: Not willing to travel

Experience Level: Professional

The Georgia Asylum & Immigration Network (GAIN), a nonprofit organization with a mission of *protecting and empowering immigrant survivors of crime and persecution*, is seeking a full-time Case Manager to support our work on behalf of asylum seekers and immigrant victims of human trafficking, domestic violence and sexual assault.

Responsibilities include:

- Serve as the first point of contact for all GAIN clients, conducting intakes, screening for eligibility, and making referrals to GAIN's legal programs, other legal nonprofit organizations and social services in the community;
- Maintain ongoing communication with clients and their legal teams to provide continuity of care; providing general case management (as indicated by client need) and assisting with language needs, document collection, client follow-up, and referrals for medical and mental health evaluations;
- Assess social service needs of GAIN clients and facilitate referrals to partner organizations for housing assistance, protective orders, family law support, ongoing medical/mental health care, and other wraparound services;
- Facilitate communication with clients to develop an understanding of their needs, maintain collaborative, trusting relationships with clients to form comprehensive client-driven plans with both short- term and long-term goals to help clients achieve wellness and autonomy
- Evaluate and adjust client service plans to support clients in meeting their goals.

- Assist eligible clients by preparing applications for financial assistance and Crime Victims Compensation including verifying and documenting eligibility, submitting application for approval, and follow up to ensure receipt of funds;
- Conduct outreach to partnering agencies, community organizations, shelters, and others to help build a network for providing assistance to vulnerable immigrants in Georgia;
- Provide client accompaniment to interviews and hearings before U.S. immigration officials (as needed);
- Represent GAIN at coalition meetings with community partners;
- Conduct client surveys and assist with other compliance and reporting requirements;
- Data entry into GAIN's Salesforce-based case management software, track client progress through cases' notes, contacts, services provided, and documents recorded ;
- Maintain strict confidentiality of all sensitive information of clients and the organization. Must adhere to HIPAA (Health Insurances Portability & Accountability Act of 1996) compliance
- Other duties as assigned.

#### Additional Qualifications:

- A Bachelor's Degree in human services or related field or equivalent work and volunteer experience.
- Adaptability and possession of strong interpersonal skills with the ability to work with people from diverse backgrounds and cultures;
- Demonstrated ability to work with highly sensitive and confidential information;
- Knowledge of best practices for working with vulnerable populations, including: asylum seekers and survivors of human trafficking, domestic violence, sexual assault, stalking and other crime;
- Crisis Intervention and Case Management skills;
- Good oral and written communication and computer skills are required.
- Strong work ethic and the ability to manage and prioritize multiple projects simultaneously;
- Reliable transportation and ability to travel within GAIN's service area;
- Fluency in a second language (written/spoken) is mandatory (Spanish preferred).

For more information about GAIN, please visit us at [www.georgiaasylum.org](http://www.georgiaasylum.org)

GAIN is an equal opportunity employer. We strongly encourage and seek applications from people of color, including bilingual and bi-cultural, and LGBTQIA+ individuals. We are dedicated to providing a work environment free from discrimination and harassment, and where employees are treated with respect and dignity.