



JOB POSTING -- Humanitarian Caseworker & Welcoming Navigator

The Coalition for Humane Immigrant Rights (CHIRLA) is a nonprofit organization founded in 1986. CHIRLA is a California leader with national impact made of diverse immigrant families and individuals who act as agents of social change to achieve a world with freedom of mobility, full human rights, and true participatory democracy. CHIRLA organizes and serves individuals, institutions and coalitions to build power, transform public opinions, and change policies to achieve full human, civil and labor rights. Guided by power, love and vision of our community, CHIRLA embraces and drives progressive social change.

POSITION DESCRIPTION:

The Humanitarian Caseworker & Welcoming Navigator will provide trauma-informed services to refugees and other qualified immigrants to support a positive resettlement experience and the achievement of client self-sufficiency. The Caseworker works closely with clients, colleagues, and external parties to develop service and/or self-sufficiency plans to meet individual client needs and preferences utilizing a broad range of financial, medical, social, vocational, and other services and resources in accordance with client eligibility and program requirements.

DUTIES AND RESPONSIBILITIES:

- Responsibilities include, but are not limited to: Coordinate timely pre- and post-arrival services to ensure each client has living essentials such as housing, food, medical care, and access to transportation, and is oriented to their new environment.
- Conduct intake services with clients to assess needs. Develop self-sufficiency plans and timelines in partnership with each client. Provide individualized support through direct services, referrals, and advocacy
- Coordinate with senior leadership report on ongoing cases and receive new assignments
- Assess and monitor client progress to support their attainment of established goals, address challenges, and to ensure that available resources are utilized
- Maintain client files according to CHIRLA documentation policy/procedure. Clearly document intakes, exits, incidents, and observations
- Collaborate effectively with coworkers and partner organizations. Build and maintain relationships with area service providers for the benefit of clients
- Attend and actively participate in staff meetings, supervision, and trainings as directed
- Use personal, insured vehicle and/or public transportation (where available) to travel and transport clients and materials as needed throughout the service delivery area
- May train and lead the activities of volunteers and interns
- Set expectations during initial intake about the program
- Carry out program quality assurance activities as requested
- Be a bridge for clients in need of services
- Provide coverage for coworkers as needed
- Have due diligence with CHIRLA policies/procedures to maintain clients file compliant to program's guidelines
- Develop partnerships with local institutions to increase support and services for refugees
- Support local resettlement efforts of agencies tasked with initial resettlement by helping to advocate for the needs of newly arrived refugees





- Identify challenges around access for housing and other basic needs work with stakeholders in order to address barriers and build alliances with housing partners

SKILLS AND QUALIFICATIONS:

Required

- Minimum bachelor's degree (BA) or equivalent
- Two year's or relevant professional experience in human services field required
- Minimum experience working with refugee and immigrant populations
- Experience in working with diverse immigrant communities, and community advocacy and organizing
- Must have strong relationship building, diplomacy, and networking skills; ability to effectively build internal and external relationships
- Must have strong technical skills to navigate interpretation applications
- Must be proficient in Microsoft Office, One Drive, and scheduling software
- Must be flexible and willing to work early morning, evening, and weekend hours; and
- Professionalism, maturity and ability to work as a team and independently
- Excellent organizational skills – good attention to detail and well organized
- Excellent verbal and written communication skills – verbal and written
- Must be able to lift 25 pounds of force occasionally, and/or amount of force constantly to move objects
- Must have skills in organizing resources and establishing priorities
- Must be able to travel between multiple CHIRLA sites, including Los Angeles branch offices
- Spanish fluency is required as the job requires extensive representation in the Spanish language
- Flexibility required based on the needs of the organization. The position may involve some evening and weekend work
- Bi-lingual English and Spanish is a must. Fluency or strong language skills and ability in a language other than English and Spanish is a plus

Desired Traits or Characteristic

- Demonstrated success working and communicating effectively in a multi-cultural environment.
- Self-starter with excellent problem-solving skills combined with the proven ability to multi-task, prioritize duties, and manage time effectively.
- Attention to detail and accuracy in work product.
- Fluent in English and Spanish, both spoken and written.
- Proficient in Microsoft Office applications (Word, Excel, Outlook); ability to use the internet and other digital tools for data entry, research, and problem-solving purposes.
- Knowledge of healthcare insurances in the area.
- Demonstrates proficient time management
- Valid driver's license and access to a personal, insured vehicle.
- Bilingual in English and Spanish is required
- Self-starter- able to take on tasks with minimal supervision
- Demonstrated ability to build relationships and work effectively with people of diverse social, faith, economic and racial/ethnic backgrounds
- Excellent verbal, analytical, writing, and organization skills





- Proficient knowledge of Gmail features- Internet required
- Willingness to work flexible hours; evenings and weekends required
- A commitment to social justice, and experience working with and in diverse low-income communities and communities of color
- Ability to work as part of a team and on multiple projects
- Access to a car, valid driver's license and insurance, and ability to travel within the metropolitan area and sometimes out of state
- Ability to have positive working relationship with CHIRLA staff, members and allies
- Highly organized and detail-oriented, with the ability to manage deadlines and multiple tasks effectively and efficiently
- Support CHIRLA's fundraising goals including Annual Gala, Membership Drive and Women Leading Change activities

JOB TITLE: Humanitarian Caseworkers & Welcoming Navigator

Salary & Benefits: \$64,896. CHIRLA also offers an excellent benefits package, which includes annual paid vacation; additional paid holiday leave in December; employer contribution to retirement account after three-month of employment; health, dental, vision and life insurance plans.

FLSA Classification: Exempt/Salary, Full-time

Classification: CHIRLA recognizes a staff bargaining unit affiliated with AFSCME District Council 36. This position is **not** included in CHIRLA's bargaining unit and covered under the terms of the collective bargaining agreement.

REPORTS TO: Resettlement Manager

CLOSING DATE OF THIS POSITION: Position will remain open until filled

LOCATION: Los Angeles, Headquarters

CHIRLA is an equal opportunity employer and makes employment decisions on the basis of merit and administers all terms and conditions of employment, including recruitment, appointment, promotion, compensation, benefits, transfers, training and educational opportunities without regard to pregnancy, childbirth or related medical conditions, genetic information as defined by the Genetic Information Nondiscrimination Act, race, religion or religious creed, color, gender, gender identity or expression, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age (40 or older), sexual orientation, HIV/AIDS status, pregnancy or pregnancy-related disability, military or veteran status or any other basis protected by federal, state or local law or ordinance or regulation. **All such discrimination is unlawful.** It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

To apply, send resume and cover letter to: jobs@chirla.org
Subject Line should read: **Humanitarian Caseworker and Welcoming Navigator**

