



**Kentucky Refugee Ministries (KRM), Lexington**  
**Cash Assistance Specialist**  
**Full-time, 40 hours a week**

The Cash Assistance Specialist works with colleagues on KRM Lexington's Self-Sufficiency Team to deliver high quality, accurate, client-centered cash assistance programming to eligible KRM clients. This includes determining client eligibility and disbursement amounts for monthly federal cash assistance payments made to KRM's recently-arrived clients; communicating kindly and respectfully with clients and fellow staff; processing requests for payments; responding to client questions; orienting clients on eligibility and program requirements; and maintaining documentation of work. Eligible clients include people with refugee or similar status (such as humanitarian parolees) from a range of countries including Congo, Syria, Ukraine, Venezuela, Afghanistan, Cuba, and Haiti. Prior knowledge of this program is not required for applicants, as training will be provided to the Specialist once hired.

Client receipt of Cash Assistance is tied to participation in other ORR-funded agency services, including case management, English language training, and employment readiness and placement. The Specialist will communicate with KRM staff on other teams each month to verify clients' participation and eligibility status for payments. Non-compliant clients may face sanction and termination of benefits, following a prescribed appeals process. RCA Administration promotes the overall ORR program orientation of supporting refugees' transition from public support to employment and self-sufficiency with integrated agency services and support.

All orientations, status verifications, payment requests and disbursements, reductions/terminations and incentive payments must be entered into an online database by the Specialist.

The Cash Assistance Specialist will receive day to day guidance and strong collaboration from the Cash Assistance Coordinator and will be supervised by the Self-Sufficiency Team Leader.

**Essential Duties and Tasks**

- Provide Cash Assistance orientation to recently-arrived clients
- Process payment requests for clients
- Enter all request and disbursement records into the relevant database
- Document all cash assistance case activities through forms, case notes, etc

- Assist in coordinating monthly status checks via text survey, including maintaining documentation of client responses; casenote client responses to status-check survey
- Communicate with case management, ESL and employment staff regarding client status and ongoing eligibility
- Communicate with employed clients on obtaining paystubs needed to qualify for job incentive bonuses
- Reduce or terminate payments based on client income
- Process sanctioning and due process paperwork for non-compliant clients
- Generate and review program reports
- Participate constructively in team meetings, staff-wide meetings, trainings, discussions, and special initiatives and events across the office
- Communicate with clients and colleagues with kindness, respect, and using trauma-informed approaches

### **Job Requirements**

- Bachelor's degree preferred
- Strong computer and organizational skills (Proficiency in Excel or GoogleSheets as well as online databases is required with a high level of data entry and accuracy)
- Good verbal and written communication skills
- Ability to work 40 hours per week during normal business hours
- Respect for all other people regardless of background, race, ethnicity, national origin, language, religion, gender, gender identity, sexual orientation

### **Specialized Skills**

- Strong detailed-orientation; capacity to provide clear documentation of services
- Team-orientation; ability to work in coordination with other agency resettlement staff
- Commitment to ethical conduct and consistent, even-handed application of program guidelines
- Cultural humility
- English language fluency is required; fluency in additional languages is highly valued.

### **Agency Profile**

Founded in 1990 as a nonprofit agency in Louisville, KRM is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. KRM also has offices in Lexington and Covington, Kentucky.

In addition to refugees, KRM serves Afghan, Ukrainian, Haitian, and Cuban parolees, Special Immigrant Visa-holders who assisted the US government in Afghanistan, Victims of Trafficking, and individuals from various countries who have been approved for, or are applying for, asylum.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth. KRM also offers citizenship classes for immigrants preparing to apply for U.S. citizenship. KRM's immigration legal services team provides services to immigrants of all statuses. KRM also provides services to immigrant victims of crime and to Survivors of Torture.

Recognizing that our staff and clients come from a very wide variety of backgrounds, KRM does not engage in any religious activity or messaging in connection to delivery of client services.

### **Work Arrangements and Location**

- KRM staff are currently required to work at least two-days a week, or 40% of scheduled hours, in-person, either in the office or the field. Remaining hours can be worked remotely. Immediate time-sensitive service requirements may require more than 40% in-office or in-person work. All KRM staff must provide proof of vaccination against COVID-19

### **Compensation and Benefits**

- Non-exempt position, 40 hours per week, with a pay range of \$19-\$24 per hour depending on prior knowledge, education, skill, and experience.
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days; employee assistance program (EAP). Retirement plan with matching funds as well as paid parental leave available after 1 year of employment.

### **To Apply**

Strong candidates will be interviewed on a rolling basis until the position is filled. For priority consideration, please apply no later than 5pm on July 15 with "Cash Assistance Specialist" in the subject line. To apply, submit a résumé, cover letter, and contact information for 3 professional references. (Applicants would be alerted before any references would be contacted, after the interview process). Submit applications to:

KRM Lexington Director Mary Cobb [mcobb@krmlex.org](mailto:mcobb@krmlex.org) and Self-Sufficiency Team Leader Bebe Gergely [bgergely@krmlex.org](mailto:bgergely@krmlex.org).

Only applicants selected for an interview will be contacted.