



**Kentucky Refugee Ministries
Northern Kentucky Sub-Office
Job Openings (3)**

The U.S. State Department has, through Church World Service (CWS)—the national refugee resettlement agency Kentucky Refugee Ministries (KRM) is affiliated with—approved KRM to open an office in Covington to place refugees and immigrants in Northern Kentucky.

Clients will include refugees from a range of countries screened overseas and legally admitted to the U.S. through the State Department’s Refugee Admissions Program. Afghan nationals who received Special Immigrant Visas for their direct professional support of the U.S. military and mission in Afghanistan are fully eligible for the refugee program. Additionally, KRM will be resettling Afghans evacuated to the U.S. on an emergency humanitarian basis. Other immigrants served by KRM include those who have been granted or are seeking asylum.

KRM services include helping refugees and immigrants access housing, medical care, and eligible public benefits; comprehensive case management; English language, cultural orientation and job-readiness classes; employment services; school enrollment and out of school time programming for youth; early childhood services; and citizenship and immigration legal services. All KRM services promote refugees’ self-sufficiency and community integration.

KRM seeks to build inclusive communities of welcome. We serve immigrants without regard to nationality, race, religion, political belief or sexual orientation. KRM partners with a diverse community organizations and individual volunteers to welcome refugees and immigrants. There is no religious messaging connected to KRM’s services.

KRM Northern Kentucky Office Location and Opening Timeline

KRM’s Northern Kentucky office will be located in the Center for Great Neighborhood at 321 MLK Blvd./West 12th Street, Covington, Kentucky 41011. The office is scheduled to open November 15. Community-based welcome of recently-arrived Afghan evacuees may take place prior to that date in coordination with Northern Kentucky organizational and community partners and KRM Louisville-based staff.

KRM Northern Kentucky Office Open Positions

Resettlement Director (\$50,128/year)

Supported by a Case Manager and Community Resources Coordinator, the Resettlement Director will provide oversight and coordination of all direct client services, operations and community outreach of the KRM Northern Kentucky office. The Resettlement Director

will establish service partnerships in areas relating to affordable housing; social services; public benefits; medical and psychosocial care; employment; early childhood services; public and post-secondary education and youth development; adult ESL; law enforcement and victim services. The Resettlement Director will also be responsible for regularly consulting with local government officials and stakeholders in Northern Kentucky, reporting on refugee program activities and local client integration.

Working in close coordination with a Case Manager, the Resettlement Director will oversee and provide direct client services to newly-arrived refugee families, utilizing principles of trauma-informed care and strengths-based case management. Given the limited staff and caseload of KRM's Northern Kentucky office, the Resettlement Director must be qualified and motivated to engage directly with refugee families to ensure a holistic continuum of case management support.

The Resettlement Director will also oversee the administration of federal refugee cash assistance for eligible clients resettled through the KRM's Northern Kentucky office.

The Resettlement Director will be responsible for maintaining consistent and detailed documentation of client services in databases and casefiles and providing supporting documentation for all office expenditures, both direct client expenses and office expenses, within KRM's financial tracking systems.

The Resettlement Director will be responsible for grants management, including the development of new funding, and for providing narrative and statistical reports on programs and services as required by funders. A majority of KRM's funding comes through the State Department or the federal Office for Refugee Resettlement and, as such, has significant compliance and reporting requirements.

The Resettlement Director will lead KRM Northern Kentucky's outreach efforts. This will involve enlisting the engagement of community volunteers, both groups and individuals, including university interns, to support clients' welcome and integration, and to provide office and field support.

The Resettlement Director will, supported by the Community Resources Coordinator, also oversee the office's fundraising efforts and the solicitation the donation of furniture, household items and other in-kind support.

Finally, the Resettlement Director will oversee the Northern Kentucky office's communications and engage in outreach, advocacy and media events to effectively create awareness of refugees' humanitarian need for protection and care, while also highlighting their contributions to their adopted Northern Kentucky community.

Resettlement Director Requirements

- Professional background with at least five (5) years' full-time post-graduate experience in social services, education, healthcare, therapeutic services, nonprofit or cross-cultural work involving direct client services
- Previous cross-cultural experience
- Minimum of Bachelor's degree; graduate degree preferred
- Solid interpersonal skills; experience managing people
- Ability to develop collaborative relationships with governmental, social service and community partners

- Administrative experience in grants management and human/social service program design and implementation

Case Manager (\$42,640/year)

The Case Manager will provide direct client services to newly-arrived refugee families, including pre-arrival coordination, airport reception, enrollment for eligible public benefits (K-TAP, Medicaid, SNAP, Social Security, and disability), assistance accessing medical care, disbursement of refugee cash assistance, cultural orientation, and referral of adult refugees to ESL classes and employment services.

Following principles of trauma-informed care and strengths-based case management, the Case Manager will empower refugees to overcome barriers and develop the skills and knowledge needed to progress toward self-sufficiency. As part of an individualized family case management plan, the Case Manager will make needed referrals for medical and mental health care—including refugees' initial health screening—and other social services. A knowledge of community service providers and a strong commitment to advocating for refugees' access to services is essential.

The Case Manager will also coordinate school and early childhood program enrollments for children, and refer employable adults for employment services.

During initial resettlement, the Case Manager will be responsible for overseeing the household financial management of his/her clients and for processing vouchers for agency-managed funds to ensure that refugees' basic needs, including rent, utilities, food, and TANK passes/tickets, are met. Additionally, the Case Manager will educate newly-arrived refugees on how to independently manage their household finances, budget their employment and public assistance income, and pay their bills. The Case Manager will also provide a series of cultural orientations to recent refugee arrivals, using a State Department-approved curriculum and assessment tool.

Thorough documentation of services in casenotes, physical case files and electronic databases is required. The Case Manager will compile narrative and quantitative reports for funders of refugee social services. The Caseworker will have substantial independent responsibilities and be expected to combine field work, including home visits, with in-office client consultations and case management tasks.

The Case Manager will be supervised by the KRM Northern Kentucky Resettlement Director and will receive collegial support and training from KRM Louisville and Lexington staff.

Case Manager Requirements

- Professional background with at least three (3) years' full-time post-graduate experience in social services, education, healthcare, therapeutic services, nonprofit or cross-cultural work involving direct client services
- Minimum of Bachelor's degree; graduate degree preferred

Community Resources Coordinator (\$40,040/year)

The Community Resources Coordinator will develop community partnerships to support the well-being and community integration of newly-arrived refugees. The Community Resources Coordinator will assist in the coordination of pre-arrival services, including soliciting donated furniture and household items, which along with purchased items, including bedding, which will be placed in refugees' apartments and homes prior to their arrival.

Additionally, the Community Resources Coordinator will support the Resettlement Director in identifying affordable rental housing for newly-arrived refugees.

Post-arrival, the Community Resources Coordinator will focus on identifying employers with suitable job opportunities for refugees and personally assist refugees in applying for jobs.

The Community Resources Coordinator will do outreach to recruit and train community volunteers, including interns, and welcome teams to assist the KRM Northern Kentucky office. Volunteer assistance will include organizing in-kind donations, setting up apartments for refugees, providing ESL, Citizenship and academic tutoring, and other support and welcome activities. The Community Resources Coordinator will be the primary point of contact for volunteers in Northern Kentucky and should be comfortable developing and presenting community outreach presentations and volunteer orientations in a group setting.

The Community Resources Coordinator will assist the Resettlement Director in tracking and providing acknowledgement to agency financial donors in Northern Kentucky and also contribute to KRM social media and communications to Northern Kentucky supporters.

Community Resources Coordinator Requirements

- Minimum of Bachelor's degree; graduate degree preferred
- Two (2) years' full-time post-graduate work experience
- Strong interpersonal and communications skills

General KRM Employee Requirements

- Ability to work with clients of diverse nationalities and cultures
- Comfort serving limited-English-proficient clients and utilizing bilingual interpreters
- Strong detail-orientation; capacity to provide clear documentation of services
- Team-orientation; ability to work in coordination with agency resettlement staff
- Strong computer and organizational skills, including proficiency in MS Excel
- Ability to work occasional evenings. Job will be primarily during normal business hours with some airport arrivals in early to late evening. On rare occasions, some emergency response or communications may be required outside of normal business hours.
- Ability to drive and transport clients by car
- Strong outreach skills; ability to network with community service providers
- Patience and strong commitment to client care, while at the same time adhering to agency mission of promoting client self-sufficiency
- Personal resiliency to endure stressful situations relating to individual client case management, or program implementation during peak caseload periods
- Commitment to ethical conduct, maintaining appropriate boundaries with clients, and respecting client autonomy

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies authorized to provide resettlement services to refugees legally admitted to the United States. KRM opened an office in Lexington office in 1998.

In addition to refugees, KRM also currently serves Cuban immigrants (primarily in Louisville), as well as small number of individuals from various countries who have been approved for asylum, are applying for asylum, or are otherwise resident in Kentucky.

KRM secures housing and medical care for clients and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for immigrant youth and elders, victims of crime, and the arts. KRM also offers citizenship classes for legal permanent residents preparing to apply for U.S. citizenship. KRM's immigration legal services office, which has six full-time attorneys—three each in Louisville and Lexington—provides services to immigrants of all statuses.

COVID Note

Currently, KRM work arrangements are hybrid, with a minimum in-office requirement of two days-a-week. Required field work and in-person client interaction is conducted in compliance with COVID-safety protocols, including universal masking. With increases in the community COVID vaccination rate and reductions in the local infection rate, the in-office requirement may increase.

KRM staff provide clients with COVID education and referrals for COVID vaccines based on substantial proof that vaccines reduce the risk of COVID infection and hospitalization and death resulting from COVID infection.

Benefits

Medical, dental, vision and life insurance; paid vacation (15 days per year), holidays, sick and personal days.

To Apply

Interested candidates should only apply for one of the three listed positions, indicating the job title in the subject line of the reply email. Please reply with a résumé and cover letter by Friday, October 8, to—

John Koehlinger
Executive Director
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
Email: jkoehlinger@kyrm.org

Those who have previously applied for a position at KRM are eligible to reapply. Only applicants selected for an interview will be contacted.