



Kentucky Refugee Ministries, Louisville
Refugee Cash Assistance Specialist (full-time)
Spanish Fluency Required

The Refugee Cash Assistance (RCA) Specialist is responsible for determining client eligibility and disbursement amounts for monthly federal cash assistance payments made to recently-arrived refugee and immigrant clients, a majority of whom are Spanish-speakers.

The RCA Specialist's responsibilities will include orienting new arrivals to RCA eligibility and compliance guidelines, verifying client income and program participation to determine ongoing eligibility, and reducing or terminating refugee cash assistance payments based on clients' income and/or time eligibility. The Spanish-fluent RCA Specialist will present a standard RCA orientation in Spanish in large group settings. These orientations are held during the work week and occasionally on Saturdays. The RCA Specialist will coordinate with KRM's Cuban-Haitian office case management staff in scheduling RCA orientations.

Refugee Cash Assistance is funded by the U.S. Department of Health and Human Services/Office for Refugee Resettlement (ORR). In Kentucky, RCA funds are disbursed to eligible clients through to the state refugee coordinator's office, the Kentucky Office for Refugees (KOR), through an electronic payment card.

KRM, and other refugee resettlement agencies in Kentucky, verify client eligibility and report to the State Refugee Coordinator's office the amount of RCA a client is eligible to receive each month.

RCA is the primary financial support provided to recently-arrived ORR-eligible clients: refugees, Cuban-Haitian entrants, asylees, Special Immigrant Visa holders, Ukrainian humanitarian parolees, and other ORR-eligible clients.

ORR-eligible clients can receive refugee cash assistance (RCA) payments for up to 12 months after their U.S. arrival based on income and other eligibility factors. KRM clients who receive Temporary Assistance for Needy Families (TANF) also receive an RCA supplemental payment. A third component of RCA is job incentive bonuses, which clients can receive after submitting proof of initial employment income.

Client receipt of RCA is tied to participation in other ORR-funded agency services, including case management, English language training, and employment readiness and placement.

Clients' eligibility for RCA must be assessed and casenoted on a monthly basis. Currently, monthly RCA status checks are conducted via separate, translated online surveys sent to Cubans-Haitian clients enrolled in RCA. The surveys are distributed through a bulk texting app. The RCA Specialist must have the technological facility to manage the distribution of, and collate and casenote the responses to, these monthly RCA eligibility surveys. Additionally, the RCA Specialist will respond to referrals from Cuban office case management staff of clients inquiring about RCA payments and RCA eligibility status.

The RCA Specialist will be in regular contact with other KRM staff to verify client participation, employment status and other RCA eligibility requirements. Non-compliant

clients may face sanction and termination of RCA benefits. 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, RCA status verifications, RCA payment requests, reductions/terminations and incentive payments must be entered into ClientTrack, an online database maintained by the Kentucky Office for Refugees. ORR and KOR compliance requirements for RCA emphasize thorough client orientation in clients' native language; ongoing monitoring of program status and RCA eligibility; coordination with other resettlement services; complete documentation of disbursements and services; adherence to program guidelines for reduction/termination of benefits; and a due process procedure for client disputes or grievances.

The RCA Specialist will be supervised by the senior agency Program Leader and RCA Case Manager.

Essential Duties and Tasks

- Provide in-person and online RCA orientation to recently-arrived clients
- Enter client RCA payment amounts in ClientTrack database
- Documentation of all RCA case activities
- Assist in coordinating monthly RCA status checks via online 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 for RCA
- Communicate with employed clients on submitting paystubs needed to qualify for RCA job incentive bonuses
- Reduce or terminate RCA based on client income
- Process sanctioning and due process paperwork for non-compliant clients
- Research and respond to client reports of non-receipt of eligible RCA payments
- Generate and review program reports

Job Requirements

- Bachelor's degree required
- Strong computer and organizational skills (proficiency in Microsoft and databases is required with a high level of data entry and accuracy)
- Good verbal and written communication skills
- Spanish fluency required
- Ability to work 40 hours per week during normal business hours

Specialized Skills

- Strong detailed-orientation; capacity to provide clear documentation of services
- Team-orientation; ability to work in coordination with agency RCA, Cuban-Haitian office case management and other agency resettlement staff

- Commitment to ethical conduct and consistent, even-handed application of RCA program guidelines

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 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, Cuban and Haitian parolees, 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 and elders and the arts. KRM also offers citizenship classes for immigrants preparing to apply for naturalization. KRM's immigration legal services office provides services to immigrants of all statuses. KRM also provides services to immigrant victims of crime.

KRM staff do not engage in any religious messaging in connection to delivery of client services.

Work Arrangements: Currently, agency-wide work arrangements are hybrid, with a minimum in-office requirement of three days-a-week. However, KRM medical caseworkers provide in-person services in the office, at medical facilities, and in the field on most days.

KRM staff are required to have proof of vaccination against COVID-19.

Compensation and Benefits

- Non-exempt position, 40 hours per week
- Pay based on background and experience, between \$24.00 and \$25.00/hour
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days
- 401(k) retirement plan with a 5% fully-vested KRM match after one year of service

To Apply

Interested applicants should reply by email with a résumé and cover letter by Tuesday, November 28th, to—

Semsudin Haseljic
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
Email: shaseljic@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.

