



Client Navigator (Afghan Immigration Legal Case Management)

| 20-25 hrs/week | \$21.00/hr

The Client Navigator will assist CMC's Immigration Legal Services Program (ILSP) team in all aspects of case management, specifically, Afghan clients. This position will provide Pashto and Dari oral interpretation and written translation services to clients and guests who are trying to access CMC services. This position will also provide direct navigation services (both in-person and remotely) and will work closely with other social service agencies to leverage community resources to Afghan clients throughout CMC's service area, as well as clients from other countries as necessary.

The Client Navigator is expected to work primarily with CMC's ILSP staff and other community agencies to identify unmet needs of Afghan individuals living within CMC's service area. This position will collaborate with community partners to support clients in developing self-sustaining relationships with multiple systems for the person or family's long-term success. This position may also provide advocacy on behalf of clients with local, state, and federal agencies to ensure clients are able to navigate systems to ensure individuals and families access and receive the benefits for which they are eligible.

To apply: Email resume and cover letter to employment@cmcmadison.org. Applications will be accepted until position is filled.

JOB DUTIES

- Assist ILSP team in all aspects of case management of clients including administrative tasks and paralegal duties
- Provide oral interpretation and written translation services for existing and prospective Afghan clients
- Connect clients with services, such as financial assistance, housing, education, employment, or health care. Provide information to those in need in order to make referrals and connect them to existing local resources or programs.
- Follow up with clients to ensure they are getting the supportive services that they need.
- Maintain appropriate boundaries with clients and guests and confidentiality of ILSP clients served
- Collect testimonials and client stories in order to analyze program data needed to demonstrate outcomes of CMC's services
- Assist other CMC agency staff with research for grant opportunities and grant writing for funding other programs.
- Coordinate and engage in outreach activities and community meetings with other social service agencies to develop relationships and collaborate on aligned initiatives

QUALIFICATIONS AND NECESSARY SKILLS

- Possess bilingual fluency in English and Pashto/Dari
- Possess relevant work experience as an interpreter/translator; Associate or Bachelor's degree preferred
- Prior experience working with immigrants and refugees preferred
- Knowledge of resources and programs available in Wisconsin, especially navigation of the state's health system specific to refugee and immigrant populations
- Possess administrative, leadership, and communication skills
- Possess strong oral, written and presentation skills along with strong organizational skills with ability to prioritize projects and tasks.
- Possess strong computer skills, including databases, Microsoft programs and Google programs
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Has a valid driver's license, reliable transportation, and adequate liability coverage. Business related travel will be reimbursed.
- Possess a dedication to advancing the mission and strategic plan of CMC and an understanding of the scope of services CMC provides and ability to effectively communicate this to stakeholders

The Catholic Multicultural Center is an Equal Employment Opportunity/Affirmative Action Employer.