



BILINGUAL COVID-19 CASE MANAGER(S)

NYDIS is a 501(c)(3) faith-based federation of faith communities, human services providers and charitable organizations who work in partnership to provide disaster readiness, response, and recovery services to New York City.

NYDIS is seeking Case Managers, with immediate availability. NYDIS' COVID-19 Services program is currently providing emergency financial assistance and processing rent arrears applications for households directly impacted by COVID-19. NYDIS offers a variety of work schedules and settings – remote, onsite in our Midtown Manhattan office or in the field. Shifts can be M-F from 9-5 or flexible hours on evenings and weekends. NYDIS provides a laptop and cellular reimbursement for all remote work staff. Case Managers work in teams that report to a Senior Case Manager.

Duties include:

- Manage a caseload of 20-30 clients seeking COVID-19 financial or rental assistance.
- Conduct phone or in person intakes of new clients and determine eligibility for available assistance programs.
- Assist eligible households in accessing one-time emergency financial assistance.
- Assist eligible households in documenting rental arrears and applying for rental assistance.
- Identify barriers to self-sufficiency and conduct unmet needs assessments, as necessary.
- Refer clients to any other existing nonprofit and government services or resources.
- Maintain case records and accurately track case referrals as directed.
- Learn and remain knowledgeable about constantly changing recovery resources.
- Participate in regular training and adhere to all program compliance and reporting requirements.
- Other duties as may be assigned by senior staff.

Qualifications include:

- Resident of the Metro-NYC Area.
- Bilingual fluency required in English and target languages, both written and spoken, including Arabic, Bengali, Simplified or Traditional Chinese, Haitian Creole, Korean, Russian, Spanish, or Urdu.
- Client assessment/casework experience.
- Client-centric approach to case management and the wholistic needs of your clients.
- Highly organized and detail-oriented.
- Capable of learning in a fast paced, remote work environment.
- Proficiency in Microsoft Excel, Outlook, and use of remote tech (laptop, cellphones, and database) is required.
- Exceptional communication and interpersonal skills – in person, in writing, and on the phone.
- All applicants will be given a back-ground check and narcotics drug test prior to employment.
- Any NYDIS staff who work in our office or directly with clients must be fully vaccinated against COVID-19.

Education and/or Experience:

- Bachelor's degree required.
- 1-3 years' experience in case management, benefits coordination, or housing casework.

Immediate Availability. Salary range from \$40,000 - \$45,000, with excellent benefits.

No Phone Calls
Send Cover Letter, Resume & 3 Professional References to office@nydis.org

All qualified candidates should apply – candidates from ethnic and religious minorities are strongly encouraged to apply. NYDIS does not discriminate against any individual or group for reasons of age, color, creed, culture, gender, gender identity, marital status, mental or physical disability, national origin, religion, sexual orientation, or race.