

## CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

**TITLE:** Refugee Education & Employment Services Specialist  
**PROGRAM:** Refugee Assistance & Immigration Services  
**SUPERVISED BY:** Education & Employment Coordinator  
**STATUS:** Full-time/hourly/non-exempt  
**UPDATED:** 7/21/2020

**JOB SUMMARY:** This person is responsible for conducting employment assessments and creating specialized plans to address job readiness skills and remove barriers to employment. This individual would be responsible for assisting clients in orientation to the U.S. workforce, finding and maintaining employment. The Employment Specialist will network with employers and agencies in the community to best serve the client population. This position will also assist the RAIS Employment Education Center Coordinator in development and implementation of Center curricula and activities as necessary to develop job skills and provide clients orientation to the U.S.

### **QUALIFICATIONS:**

**Competencies:** Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Dependability, maturity and initiative. Excellent inter-personal skills required. Ability to oversee a diverse classroom setting. Ability to relate positively to program director, staff, community service providers, and CSS clients. Flexibility to deal effectively with a variety of people, situations, problems and challenges. Ability to work alone or as part of a team.

**Education/Experience:** High School Diploma or GED. One year work experience in human services.

**Skills:** Ability to handle crisis situations with minimum supervision. Ability to gather information and assess client situation rapidly and accurately. Strong oral and written communication skills necessary. Bilingual ability (written and verbal) in language used by refugee clients strongly preferred. Ability to write clear, grammatically correct log notes, spell and alphabetize; ability to complete paperwork thoroughly and accurately. Familiarity with computers, internet and experience with e-mail required.

### **RESPONSIBILITIES:**

1. Conduct employment assessments with clients. Assist enrolled clients in setting employment goals and plans.
2. Responsible for assisting clients in implementing their employment plans, including connecting to resources for the development of job skills, access to transportation to employment sites, and for completion of pre-employment requirement (i.e., background checks, drug tests).
3. Educate clients on job search methods, filling out job applications and, as appropriate, assist with completing and submitting applications.
4. Prepare clients for job interviews through orientation and rehearsal. As appropriate, accompany clients to job interviews and/or coordinate for an interpreter to attend.
5. Conduct ongoing monitoring of employed clients and mediate employer client relations.
6. Outreach to new employer contacts and maintain relationships with employers currently connected to the program.

7. Assist the RAIS Employment Education Center Coordinator in development and implementation of Center curricula and activities as necessary to develop job skills and provide clients orientation to the U.S.
8. Teach classes including but not limited to computer class, job readiness, mock interviews, and job applications.
9. Complete documentation of all meetings with clients and work related to clients thoroughly, accurately and in a timely fashion. Prepare reports for RAIS records as required.
10. Keep informed of staff communications, changes to RAIS policies, procedures, and new community resource information.
11. Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate, and applying CPR techniques when appropriate.
12. Manage client confidentiality; handle sensitive personal information.
13. Maintain positive relationships with municipal, state and federal agencies as appropriate. Advocate on behalf of refugees, attending appropriate community meetings, participating in task forces, and seeking legislative support.
14. Other duties as assigned.

**Physical Requirements:** Able to climb stairs and to lift up to 50 pounds

**Training Requirements:** Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required. Must possess a valid driver's license and auto insurance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_