

Job Announcement  
Full time Employment Services Specialist

IRIS (Integrated Refugee & Immigrant Services, Inc, [www.irisct.org](http://www.irisct.org)) is a dynamic refugee resettlement agency based in New Haven CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities.

**General Description**

IRIS helps newly arriving refugees get their first jobs and helps them acquire skills that will increase their employability and their income. The Employment Services Specialist (ESS) provides a variety of employment services to newly arriving refugees as part of several federally funded programs (R&P, RSS, WFTC). These include employment assessments, resume creation, assistance with applications and interview prep, career development planning, and connection to skills building programs. The Employment Services Specialist will also be looking to increase awareness of IRIS among area employers.

Due to the COVID-19 pandemic, the IRIS office in New Haven is currently open by appointment only. We continue to take precautions and work remotely when it is feasible. However, it is expected that the ESS will also provide services in person as needed. **It is essential that the person hired for this position be vaccinated against COVID-19 and comfortable coming into contact with other people.**

We aim to fill the position as soon as possible.

**Essential Duties and Responsibilities include:**

- Help develop and maintain relationships with business owners, directors and managers in human resources and direct management especially
- Collect and share information about new employers and job opportunities
- Follow up with employers to check the status of applications and to further reiterate interest; provide updates if necessary
- Troubleshoot and provide support after a client has started working; contact the employer regularly to check in and make sure all is well
- Research job trainings and certification programs and develop relationships with services providers to facilitate access for program participants
- Ensure all eligible clients have Employment Assessments and professional resumes (within 10 days of arrival for R&P cases)
- Assist clients in applying for and keeping jobs
- Provide hands-on instruction for application completion (paper & on-line), arrange interviews, and assist during the interview process whenever possible
- Educate refugee clients as to what employers are looking for in terms of work ethic, attitude, and skills
- Teach do's & don'ts of job interviewing; help clients read resumes; explain IDs and work authorization documents; teach worker's rights; W4s & I9s

- Establish short-term goals based on the needs and interests of the client, promoting early employment, self-sufficiency and client self-determination
- Help clients develop a sense of urgency about getting a job
- Advocate for specific clients and refugee employment in general with contacts in companies and organizations that hire throughout the region
- Utilize approximately 50% of time on the Move Ahead Project (MAP), provides intensive support on clients' long-term career goals. This work will include the following:
  - Conduct outreach to potential MAP participants via various methods (email, phone, text, WhatsApp, in-person)
  - Conduct intakes with potential MAP participants to assess current financial situation and motivation to participate in program activities
  - Assist clients enrolled in MAP to establish career development plans and update/revise these plans every 6 months
  - Coordinate with volunteer tutors (assign pairs. check in regularly to follow up on progress)
- Support clients with unemployment claims
- Support clients with workmen's compensation claims
- Keep up to date case notes for all clients
- Update various systems with case note and job report information
- Ensure all relevant documents are properly placed in case files
- Keep employer data documents updated
- Keep client data documents updated
- Help prepare statistical information in varying ways for different reports that are required for specific grants and programs
- Represent IRIS and IRIS employment at various New Haven area events

## **Requirements**

**Candidates must be vaccinated against COVID-19 and comfortable coming into contact with other people.**

### **Candidates must have:**

- Ability to connect with employers and clients of diverse backgrounds, to establish a rapport of trust and partnership
- Ability to troubleshoot and problem solve, to juggle multiple commitments and shifting schedules, to effectively manage time and to make informed and effective decisions
- Ability to enforce boundaries, limits and IRIS policies
- Good oral and written communication skills in English
- Experience and comfort using basic computing and spreadsheet software (Word, Excel, Google Docs)
- A commitment to anti-racism and IRIS' mission
- Ability to come to IRIS' New Haven office on a regular basis

### **Ideal candidates will have:**

- Experience working with refugees
- Experience working with interpreters
- Experience working in job placement programs
- Experience working in or participating in ESOL and/or skills training programs
- Ability to speak Dari and Pashto

**Salary:** \$46,700

**Benefits include:** vacation (3 weeks/year), personal days (3 days/year), holidays, sick leave

Health, vision, dental, life, and disability insurance  
Eligible for 403b retirement plan after one year of service

**To apply**, send an email to [humanresources@irisct.org](mailto:humanresources@irisct.org) with the following:

- A subject line that says “ESS” and your name
- A cover letter
- An attached resume including three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled.