

Job Announcement

Ukrainian Interpreter & Intake Specialist – Full-time (hybrid or on-site)

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities.

General Description

As an integral part of the Ukrainian Program Team, the Ukrainian Interpreter & Intake Specialist (UIIS) works directly with Ukrainian Humanitarian Parole (UHP) newcomers, IRIS staff, and the communities that support the newcomers as they seek refuge in the U.S. The UIIS works primarily with the Ukrainian Program Team, members of the Sponsor Circles team, Post-arrival Case Managers and PC/Health teams, as well as other departments within IRIS, to ensure UHP families needs are identified and services provided for the families to reach self-sufficiency. The UIIS is part of a 3 - 4 staff member team providing direct services, coordinating outreach to the Ukrainian community, and coordinating and tracking service provision via internal referrals, as well as maintaining the extendedReach database for UHP, and providing required reporting to national and government partners. In addition, the UIIS will provide ad hoc interpretation services, as well as assess the suitability of other interpreters, to IRIS staff serving this population.

Essential Duties and Responsibilities include:

Conducting Intakes & Serving as Lead Interpreter

- Serve as the first point of contact at IRIS for Ukrainian families after arrival in the U.S.
- Provide a warm, welcoming, and reassuring connection for the family in their own language
- Assess family needs and well-being based upon initial intake conversation, assessment per tool provided, documenting those needs based upon the client's own words
- Provide initial recommendations for referrals to other IRIS staff or local resources, either independently or in consultation with the Ukrainian Program Manager or Director of Sponsorship
- Document assessment, needs, and referrals per SOPs established for the Ukrainian Program Team
- Provide interpretation to other IRIS staff, as needed, to ensure optimal service delivery
- Assist in the assessment and onboarding of additional Ukrainian speaking interpreters

Outreach and Communications

- Collaborate with the Ukrainian Program Team and the Community Engagement Team to participate in public outreach with the Ukrainian community and broader IRIS community
- Identify stories with UHP clients, fiscal sponsors, and their local communities for IRIS communications and public outreach

Resource Management & Program Reporting

- Maintains requested data tracking, quality control, and reporting for program needs
- Provides input into data and/or reporting needed for federal, state and local government agencies

Key Attributes

- Positive, solution-oriented personality and style
- Exceptional people skills, as well as customer service orientation
- Thrives in grassroots, start-up style organizational culture
- Commitment to maintaining confidentiality and exceptionally high quality standards
- Dedication to serving the immigrant community and to being a part of an anti-racist organization

Professional Requirements

- COVID-19 vaccination required
- Proficiency in Microsoft Office and Google Suite
- Fluency in the Ukrainian language, written and spoken, required
- Proficiency in or ability to learn and use various software platforms
- Proficiency in social media platforms (e.g. Facebook, Twitter, Instagram)

Education Requirements

- Bachelor's Degree or equivalent experience
- Minimum 2 - 4 years professional experience

Compensation: \$21.50 hourly / \$44,720 full-time

Benefits: Health, dental, vision insurance. Life and disability insurance.

Vacation (3 weeks); personal days (3 per year); sick days, holidays per IRIS schedule Eligible for 403b retirement plan after 1 year.

IRIS is an affirmative action-equal opportunity employer.

To apply, send an email to humanresources@irisct.org with the following (please no phone calls): Subject line of "Ukrainian Interpreter & Intake Specialist" A cover letter and resume. Applications will be reviewed in the order they are received and until the position is filled.