

**Job Posting**  
**Employment Services Specialist (1) - Hartford (Full-time)**

IRIS (Integrated Refugee & Immigrant Services, Inc. ([www.irisct.org](http://www.irisct.org))) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, 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. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

**Job Summary & General Description:**

The Employment Services Specialist 1 (ESS) contributes to the effort to help refugees, asylees and other immigrants find gainful employment and become self-sufficient. The ESS meets with new clients to provide employment orientation, conduct employment assessments, create resumes and assist individuals with their job search. The ESS works with and helps manage the team of ES interns and volunteers. The ESS works in concert with Case Management, Health & Wellness, and Education staff to trouble-shoot obstacles to clients' employment. The ESS helps maintain data collection and information sharing systems necessary for programming planning, reporting and continuity. The ESS will focus mainly on R&P and RSS employment services

**In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate's job performance.**

**Specific Duties:**

**Community Engagement & Outreach:**

- 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 with team members
- 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.

- Stay abreast of the approaches taken toward funding and developing job growth in other states and countries with an eye toward implementation possibilities.
- Read the materials from, and communicate with, organizations such as Higher and Talent Bridge which can provide tips and specific information on job creation.
- Research job trainings and certification programs and develop relationships with services providers to facilitate access for program participants

#### **Client Services:**

- Ensure all eligible clients have Employment Assessments and professional resumes (within 30 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.
- Push for requiring all Level 2 and higher English speakers to make "x" number of employment contacts per week.
- Have clients memorize a script to use when making calls.
- Help clients develop a sense of urgency about getting a job.
- Using leads found/established by the Employment Outreach Specialist, suggest appropriate job openings to individual clients and help them follow through.
- Strategize with team regarding best job matches for specific clients (drawing on information in our data fields as well as team knowledge of clients and employers).
- Advocate for specific clients and refugee employment in general with contacts in companies and organizations that hire throughout the region.
- Support clients with unemployment claims
- Support clients with workmen's compensation claims and CT Paid Leave applications

#### **Group Client Services:**

- Develop curriculum for and teach group activities and classes such as job club, resume building, interviewing, networking, employment focused English
- Manage delivery of Employment English, Job Club, Female Empowerment as well as less structured education and tutoring that improves the level of English among clients, teaches industry specific vocabulary, teaches on-line and paper application completion, delivers mock interview training, explains intricacies of the US job market, teaches best approaches to acquiring good speech and appearance habits, explains best practices to insure job retention and growth
- Maintain records of participant timeliness and dependability as related to sessions, classes and appointments.

**Administrative Management:**

- Keep up to date case notes for all clients
- Update various systems with case note and job report information
- Insure 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.

**Supervises:** Interns, volunteers

**Reports to:** Manager of Employment Services

**Job Type:** Full-time, Salaried position; 40 hours per week

**Salary:** \$ 48,000 - \$ 49,600

**Benefits:** Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance. Eligible for 403b retirement plan after 1 year of employment

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

- A subject line that says “Employment Services Specialist (1)- Hartford -YOUR NAME”
- A cover letter
- An attached resume
- 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 and no phone calls are accepted.*