

Employment Services Specialist

IRIS (Integrated Refugee & Immigrant Services, Inc. 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. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants.

Job Summary & General Responsibilities:

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.

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.
- 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 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; W-4s & I-9s
- 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.
- 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
- Support clients with CT Paid Leave

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, teach industry specific vocabulary, teach on-line and paper application completion, deliver mock interview training, explain intricacies of the US job market, teach best approaches to acquiring good speech and appearance habits, explain best practices to insure job retention and growth

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.

Salary: \$50,000 – \$51,000 fulltime, salaried

Supervises: Interns, volunteers

Reports to: Manager of Employment Services

Hours & Benefits: Full-time exempt position, eligible for medical insurance incl dental and vision, long and short term disability insurance, life insurance, eligible for 403(b) retirement savings after 1 year, accrues vacation and sick time, 3 personal days/year