Employment Case Manager

Department: Employment Services  
Reports to: Manager of Employment Services  
Classification: Full time/Non Exempt

Since 1916, The International Institute of Akron has been welcoming immigrants and refugees to Akron to make our community their home.

OUR MISSION:
The International Institute of Akron (IIA) is a 501 (c)3 nonprofit agency founded in 1916.

OUR MISSION IS TO ENRICH THE VITALITY OF OUR COMMUNITY BY HELPING IMMIGRANTS ACHIEVE AN EMPOWERED LIFE WITH DIGNITY, CONNECTION, AND PURPOSE.

Summary:
The Employment Case Manager is responsible for job counseling and job development to assist IIA clients – international refugees in achieving their goal of becoming self-sufficient. The individual in this position will work directly with our clients.

JOB DESCRIPTION

Education:
- Minimum undergraduate/bachelor’s degree with concentration in any one or two areas – counseling, social sciences, business management or related areas.

Other Skills:
- Bilingual (including English) skills would be an added advantage.
- Must be proficient in Outlook, Word and Excel.
- Applicable skills in Microsoft Office Suite is preferred.
- Strong desire to work in a team.
- The ability to work independently.
JOB RESPONSIBILITIES:

Job Counseling
- Complete employment assessments and intakes.
- Advise/refer clients for skills development: English classes, vocational training and job seeking skills.
- Refer to social service agencies as appropriate.
- Advise/assist clients with job search, resume writing, interviewing skills and job retention.
- Coordinate appropriate job placement, acting as a liaison between the client and the employer.
- Accompany clients to interviews as needed.
- Maintain contact with clients through first 90 days of employment.
- Maintain regular case notes and other documentation as required for each client.

Job Development
- Assist the IIA employment team with recruiting employers.
- Assist the IIA employment team with establishing and maintaining relationships with area employers.
- Teach job readiness classes for clients, when needed

Match Grant
- Assist Employment Manager with serving Match Grant clients as assigned.

Computer Skills/Data Entry
- Enter and maintain data in Excel spreadsheet
- Track client services in State of Ohio database

Refugee Social Services Program (RSSP) requirements
- Maintain documentation as required for each client enrolled in RSSP.
- Ensure compliance with all regulations associated with the RSSP program.

Other activities as directed by the Director of Job Development or their designee.

Hours/Benefits

This position is full time 8:30am-4:30pm Monday through Friday. Evening and weekend hours may be required. This position includes health insurance and paid time off. Client must possess a valid driver's license, transportation, and car insurance.

IIA is an Equal Employment Opportunity and Affirmative Action Employer with strong commitment to DE&I practices. All qualified applicants will receive consideration for employment without regards to that individual's race, color, religion or creed, national origin or ancestry, sex (including pregnancy), sexual orientation, gender identity, age,
physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law.