**Position:** Community Support Specialist  
**Department:** Refugee Resettlement  
**Type:** Full-time, Flexible Hours  
**Location:** Hybrid: In office, remote, and in community as needed – Akron, Ohio

**Organization:**
The International Institute of Akron is 501(c)(3) nonprofit organization existing in Akron, Ohio for over 100 years. The heart of our mission has always been to foster a sense of home for immigrants in our community. We enrich the vitality of our local community by helping immigrants achieve an empowered life with dignity, connection, and belonging. We accomplish this by providing refugee resettlement case management, social services, employment services, education, language access, and immigration legal services to refugees and immigrants. Our vision is to foster a just, open, and vibrant multi-cultural community where immigrants are thriving because ALL people are treated with dignity and respect.

**Job Description:**
The Community Support Specialist is primarily responsible for assisting Case Managers in the provision of services to refugee clients. Fluency in a language spoken by a current refugee population is highly preferred, but not required. Candidates must have a valid driver’s license and have knowledge and experience working with the foreign-born.

**Responsibilities:**

**Case Management Assistance:**
- General interpreting with clients as needed in office, at home visits, or upon arrival at the airport
- Scheduling appointments for clients with staff or outside providers
- Assistance in accessing medical appointments and attending health services, applying for social security cards, bank accounts and state ID’s and how to use public transportation
- Providing any other transportation which pertains to resettlement core services
- Assisting resettlement management with assuring cases and liaising with anchor relatives
- Triaging clients at walk-in services
- Assisting clients with understanding their mail
- Filing as needed

**Employment Assistance:**
- General interpreting with clients as needed during office visits
- Scheduling appointments for clients with counselors and in general managing the department’s appointment process
- Filing as needed
- Other activities as directed by the Director of Refugee Resettlement or their designee.
**Job Qualifications**

Priority is given to individuals who have knowledge and experience working with individuals from different cultures. The ability to lift up to 30 pounds and to drive a 12-passenger van is required.

While this position is full time 8:30am-4:30pm Monday through Friday, IIA supports flexible hours as appropriate. Evening and weekend hours may be required.

**How to Apply:**

- Send cover letter, resume, and references to: careers@iiakron.org with the subject “Supportive Services Specialist”

- Applications will be accepted until the position is filled.

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The International Institute of Akron (IIA) is an equal opportunity employer committed to diversity and inclusion. It is the policy of IIA to comply with all applicable federal, state, and local laws prohibiting employment discrimination. IIA is committed to providing an inclusive work environment free from discrimination and harassment. IIA does not discriminate on the basis of race, color, sex, marital status, sexual orientation, gender identity, veteran status, age, creed, religion, ancestry, national origin, or the presence of any sensory, mental or physical disability. We encourage applications from people of color, immigrants, women, people with disabilities, members of the LGBTQx community and other underrepresented groups.