Employment Specialist

Job Category: US Programs
Requisition Number: EMPLO003773

Posting Details

- Posted: November 14, 2022
- Full-Time
- Rate: $19.25 USD per hour
- Locations
  Memphis, TN 38119, USA

To Apply: https://bit.ly/3Ee3ubt

Job Details

Description

POSITION SUMMARY:

Are you a person of compassion or an advocate for justice? Someone who stands up for the rights of the vulnerable and speaks out for the marginalized, the exploited, and the forgotten? World Relief is doing big things, and we believe in our calling as Christians to welcome the least of these and love our neighbors. World Relief seeks a highly talented Employment Specialist to provide services to refugees and immigrants by helping them access government and community resources and preparing them for early employment. This position works closely with other program staff to provide comprehensive services in partnership with members of the local community and area churches with the goal of encouraging self-sufficiency among those served. This position will be responsible for case management and reporting, early employment development and assistance, and other related requirements.

ESSENTIAL FUNCTIONS:

- Provide direct client care and case management to refugee and immigrant caseload
- Enroll clients into relevant programs including completing assessments and developing service plans to track progress of goal achievement
- Assist clients in accessing community resources
- Provide orientation on various life skills topics (budgeting, paying rent/utilities, riding the bus, scheduling medical appointments, etc.)
• Encourage participants to work towards self-sufficiency and early employment
• Work to ensure client enrollment to public benefits (as applicable), enrollment in ESL classes, and encourage clients to engage in further integration programs and legal services
• Assist clients with appointments, financial literacy, and goal-oriented individualized service plans
• Perform home visits and evaluations to identify and address barriers to successful resettlement and integration during service period
• Ensure security of full-time employment and offer transportation solutions of clients within their first 5 years in the USA
• Collaborate with team members to develop and maintain systems, policies, and procedures for the Employment department, that comply with the systems and policies of WRM and grantors
• Participate in grant writing for renewal grants and grant acquisition activities for new opportunities when appropriate to the scope of employment services
• Provide direct service support to clients
• Basic job skills training (e.g. workplace expectations, communication, etc.)
• Orientation to culture and expectations of work in the US
• Counseling clients about benefits of early employment
• Assist clients through process of applying for employment
• Monitor client’s ELT attendance to increase employability
• Follow up with clients after job placement to address areas of concern and ensure continued employment
• Ensure services that support and strengthen clients’ motivation and capacities to become self-supporting are provided in a planned, effective and timely manner to eligible clients
• Participate in the design and execution of programs or courses geared toward client development for increased employability and skills
• Create, offer and conduct cultural sensitivity trainings for employers who may request such training to better work with World Relief clientele
• Operate as a cultural broker between volunteers, church groups, service providers and refugees
• Maintain regular communication with clients through phone calls, emails, and office visits
• Expand employer base for client job placements
• Complete reports, service plans, monthly reports, network calls and other tasks related to programs connected to TOR and ORR
• Maintain and complete detailed and accurate records of client files, case notes, and reporting records and submit monthly program reports
• Participate in staff meetings, ongoing training, and other staff development opportunities
• Actively work toward the mission of World Relief to empower the local church through the engagement of local churches and volunteers

KNOWLEDGE, SKILLS & ABILITIES:

• Demonstrated understanding of case management processes; extremely detail-oriented, excellent time management skills
• Proficiency in Spanish and Swahili. Dari, Kinyarwanda is highly desired
• Strong verbal and written communication skills
• Previous professional experience in the social services sector strongly preferred
• Previous case management experience preferred
• Skill and sensitivity working with people from various backgrounds and beliefs
• Ability to work with minimum supervision and resolve problems/issues promptly and effectively
• Ability to work well on a team in a synergistic work environment, a flexible and motivated team player
• Ability to prioritize, multi-task, and organize in a fast-paced and fluid environment
• Undergraduate degree preferred

REQUIREMENTS:

• Mature and personal Christian faith
• Desire to serve and empower the Church to impact vulnerable communities
• Committed to the mission, vision, and values of World Relief
• Must be fluent in Spanish
• Ability to work evenings and weekends as client’s needs change
• Valid driver’s license and reliable access to an insured vehicle required
• Must be able to pass a background check and MVR check
• Experience in computer skills (Email, Word, Excel, Microsoft 365, Teams, and Zoom)

World Relief offers a competitive benefits package (25 hours + per week):

World Relief contributes to monthly premiums:

• Medical
• Dental

Additional Benefits:

• Offer 16 Paid Holidays!
• Some remote work days
• Vision
• Offer Paid Sick and Vacation Leave
• Paid Maternity & Paternity Leave
• Parental Leave
• FSAs: Medical & Dependent Care, & Commuter Funding
• Supplemental Life Insurance (employee, spouse, and children)
• Phone & mileage reimbursement
• Free coffee

World Relief pays 100% for eligible employees:
• Group Term Life (employee, spouse, and children)
• Long Term & Short-term Disability
• Accidental Death and Dismemberment (AD&D)
• Long Distant Travel Insurance
• Employee Assistance Program (EAP)

World Relief - Retirement:

• 401K & Roth
• WR matches up to 4%, then an additional quarter percent up to 10%
• Eligibility: Full Time is eligible after 3 months of employment. Part time is eligible after 1000 hours in a year

World Relief Discounts (Immediately Eligible):

• Verizon
• Pet Insurance through Nationwide
• Home and Auto insurance through Liberty Mutual

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations
• The ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 10-15 pounds
• Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information
• The employee frequently is required to sit, reach with hands and arms, talk and hear

WORK ENVIRONMENT:

• General office setting
• Great lengths of time working on computer, reading from computer screen, entering information, standing at copier or fax machine, and some time on the phone or in skype meetings may be required
• Year-end archiving activities involve repeated lifting and bending
• Physical, emotional and intellectual demands
• Equipment used: Employee computer (desktop or laptop), printer, and copier
• All of the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of
knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Individuals may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation. This position description is not all-inclusive and is always under review.

We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace and perform pre-employment substance abuse testing.

For World Relief staff, strong commitment to the mission, vision, and values of World Relief is essential, and Christian faith is a prerequisite for employment, based upon United States federal guidelines provided in Title VII of the Civil Rights Act of 1964.

Legal Background in the United States

World Relief is both an equal opportunity employer and a faith-based religious organization. This means that we conduct hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of World Relief as an equal opportunity employer does not prevent the organization from hiring staff based on their religious beliefs, so that all staff share the same religious commitment.

Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. 2000e 1(a) World Relief has the right to, and does, hire only candidates who agree with World Relief’s Statement of Faith.

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