

# Lutheran Social Services

## Position Description



Division/Department: Refugee Services Program/Employment Services

Job Title: Employment Specialist

Reports to (Title): Refugee Employment Program Manager

Job Code:

FLSA Status: Non-Exempt

Manager (with direct reports)?

Yes

No X

Location: Jacksonville

### SUMMARY

This position provides a wide range of refugee employment services in accordance with applicable contract requirements and standards. Will provide, as needed, a wide range of resettlement support services to refugees admitted under Section 207 (c) of the Immigration and Nationality Act. All duties are performed in accordance with applicable contract requirements and standards.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Arrange, coordinate, and provide services to clients with a goal of self-sufficiency.
- Responsible for assessing clients' eligibility to receive services within the employment program. The assessment begins with the verification to receive services and may include a variety of factors (not limited to past employment, certifications, and education).
- Following a client assessment, plan and conduct an initial program orientation that targets client career goals.
- Develop an individual employment plan (IEP) to obtain self-sufficiency which includes both short term and long-term goals and monitoring.
- Arrange for vocational testing or screenings, as appropriate, to verify client skill areas.
- Assist clients with obtaining evaluation of credentials, past experience, and school registration or trainings
- Document and maintain all case activities (i.e. case notes, reports, correspondence with other service providers, etc.) within required timeframe; ensure all signatures are on file.
- Work with local employers and employment groups to identify general and specific employment opportunities for client placement – work toward meaningful training and high placement probability targets.
- Identify, match, and monitor work participation activities necessary to receive benefits.
- Make client referrals to appropriate programs/agencies
- Act as an interpreter/translator when possible or utilize an interpreter service to convey information.
- Provide transportation and educate client to utilize public or shared transportation services.
- Develop, research, and maintain employer relationships to benefit client placement activities.
- Participate in performance related goal setting and achievement to meet personal and center objectives
- Maintain confidentiality of recipient/staff information along with a current knowledge of, and act in accordance with, relevant recipient right's guidelines. Report recipient/staff complaints and problems to supervisor.
- Maintain current knowledge of and ensure provision of social services to refugees including but not limited to pre-arrival planning, securing affordable and appropriate housing, and post-arrival case management in accordance with applicable contract requirements. Prepare written reports of activities as required.
- Other related duties as assigned.

### WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

#### Required:

- Must have excellent organizational skills.
- Ability to prioritize and handle multiple tasks.

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- Must be able to communicate orally and in writing. Maintains patient confidentiality.
- Must be detailed oriented and capable of thinking independently while exercising good judgment.
- Requires the ability to work with people beyond giving and receiving instructions.
- Customer Service, research, and networking skills
- Background in the areas of vocational assessment and career counseling involving direct client services.
- Language Skills: Ability to read and interpret documents. Ability to communicate with service recipients in a linguistically appropriate and professional manner.
- Mathematical Skills: Ability to calculate figures and amounts for applicable reports. Simple math calculations are required, such as adding, subtracting, multiplying, and dividing.
- Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.
- Possess and maintain a valid driver’s license and auto insurance; must be able to transport clients to various locations by using own transportation

Preferred:

- 2 years staffing/employment experience
- Work experience involving direct client services with foreign born populations

**EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)**

Preferred:

- 4-year College Degree
- Language skills - Spanish, Arabic or Farsi speaking preferred

Required:

- High School Diploma/GED

**REQUIRED JOB COMPETENCIES (Behaviors for Effective Job Performance)**

- Customer Focus
- Effort & Initiative
- Innovation
- Presentation Skills

**WORK ENVIRONMENT/PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input type="checkbox"/> climbing <input type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input checked="" type="checkbox"/> up to 10lbs. <input type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input type="checkbox"/> pushing <input type="checkbox"/> pulling <input type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics: willing to use private vehicle to safely transport clients

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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