

Job Posting



Caritas of Austin is excited to expand its mission to provide a service continuum for those experiencing poverty that begins with a safety net and links them to resources to achieve self-sufficiency. Caritas of Austin is looking for a **Bilingual Education Program Specialist** who will be responsible for teaching refugees, homeless, formerly homeless populations and veterans.

Ideal Candidate Profile

Teaching is your Wheelhouse – You are knowledgeable of appropriate and current theories and practices in adult and/or K-12 learning styles. You will teach Education Program classes as needed, including and not limited to the Refugee Cultural Orientation, Refugee Children Cultural Orientation, Job Readiness Classes, Gender Equity Dialogues, Introduction to the Health Professions, Food Industry and Education Training, Introduction to the Hospitality Industry and the Money-Management/Smart Shopping class series.

Excellent Communication Skills – You will be the first point of contact after case manager referral and will make client reminder calls. You will meet with clients immediately before class to review individualized education plan and discuss other available classes. You respond to individual client concerns with accurate information in an effective and timely manner.

Motivator – You are able to motivate clients to improve their knowledge retention skills. You are able to maintain a positive learning climate for clients. You are able to incorporate the use of technology in the classroom to facilitate learning and retention of materials.

Organized – You manage the classroom effectively. You maintain a broad, accurate and organized knowledge of subject matter. You have stellar training facilitation skills.

Mission Driven - You're looking for a job that makes a difference. For over 50 years, Caritas of Austin has been a turning point in people's lives. Each year we serve thousands of families and individuals who do not have a stable place to call home. Through comprehensive, relationship-based services, Caritas of Austin turns crisis into stability and empowers people toward the life they want. We believe that a thriving community derives its strength from providing all members the opportunity to be self-reliant.

Requirements: *Please see full job description at <http://www.caritasofaustin.org/about/careers> for more details of requirements and responsibilities.*

- Bachelor degree holder from an accredited college or university with major in area related to human services: education, social work or psychology
- Must have three years of experience in adult education training or administration serving diverse populations
- Must be fully bilingual and fluent in English and one of the following: Arabic, Pashto, Dari, French, Swahili, Kinyarwanda, Nepali, and/or Spanish
- Bilingual and fluent in English and Arabic preferred

Resettlement Case Manager Job Posting - July 2017



The average weekly schedule is as follows:

- Monday: 8:00 AM - 5:00 PM
- Tuesday: 8:00 AM - 8:00 PM
- Wednesday: 8:00 AM - 4:00 PM
- Thursday: 8:00 AM - 5:00 PM
- Friday: 8:00 AM - 2:30 PM

Pay Range: Depending on education and experience: \$17.23 - \$17.57 per hour

Benefits: 20 days of accrued Paid Time Off per year plus 12 Paid Holidays per year; 100% employer paid premium for Employee coverage for: Medical, Dental, Vision, Life and Short and Long Term Disability Insurance; Retirement Plan with Employer Match: 50 cents per dollar up to 3%; EAP (Employee Assistance Program)

To Apply: Please email cover letter and resume by July 14th to: Educationjobs@caritasofaustin.org
No phone calls please.

Job Description

Job Title:	Education Program Specialist
Department:	Integrated Services
Reports To:	Education Program Manager
FLSA Status:	Non-Exempt

Position Summary

The Education Program Specialist is selected by the Education Services Program Manager and the Department Director. The Education Program Specialist supports the Education Program Manager with certain aspects of the Caritas Education Program. This position requires teaching refugee, homeless, formerly homeless populations and veterans. Administrative tasks are also required.

Essential Duties & Responsibilities

I. Education Services for Clients

- Prepare class materials (photocopy handouts, incentives, class supplies, etc.)
- Teach Education Program classes as needed, including and not limited to the Refugee Cultural Orientation, Refugee Children Cultural Orientation, Job Readiness Classes, Gender Equity Dialogues, Introduction to the Health Professions, Food Industry and Education Training, Introduction to the Hospitality Industry and the Money-Management/Smart Shopping class series
- Update current curriculums and design new curriculums as needed

II. Client Support Assistance

- Be first point of contact after case manager referral and make client reminder calls

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- Meet with clients immediately before class to review individualized education plan and discuss other available classes
 - Follow-up with clients on Tuesday nights and other times as needed
 - Responds to individual client concerns with accurate information in an effective and timely manner

III. Administrative Tasks

- Register clients for internal education program classes and enter information into client database
- E-mail case managers class reminders
- Track internal Caritas registration and referral data. Provide quarterly report
- Track internal Caritas class evaluations for allocated classes. Provide quarterly report
- Prepare monthly class related attendance and scores for classes taught
- Serve as back up for other Education Program staff in case of emergency
- Monitors own work to ensure quality

IV. Organizational Support Functions

- Attend scheduled program, department and all-staff meetings and trainings
- Follow employee policies and procedures
- Participate in, and assist with, organizational planning and training functions
- Supports Caritas goals and values

V. Other Duties

- Perform other duties as assigned by supervisor
- Develops an approved plan for professional development
- Treats clients, staff, and the general public with courtesy and respect

Qualifications

EDUCATION & EXPERIENCE

- Bachelor degree holder from an accredited college or university with major in area related to human services: education, social work or psychology
- Must have three years of experience in adult education training or administration serving diverse populations
- Must be fully bilingual and fluent in English and one of the following: Arabic, Pashto, Dari, French, Swahili, Kinyarwanda, Nepali, and/or Spanish
- Bilingual and fluent in English and Arabic preferred

COMPUTER SKILLS

- High degree of familiarity with Microsoft Office Suite and standard office equipment required

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- Must be comfortable using client database systems

Competencies

- Responsive, communicative and flexible; friendly with an ability to keep students focused and engaged
- Stellar classroom management and training facilitation skills
- Ability to work independently and follow through on assignments in a timely manner
- Organized and reliable, with strong attention to detail

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day

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- Sits approximately 6-7 hours per day
 - Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
 - Bending, stooping and reaching several times through a shift
 - Must be able to see clearly with or without corrected vision
 - Ability to drive to and from client locations, this may involve sitting for extended periods of time
 - Manual dexterity sufficient to reach/handle items and work with the fingers
 - Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a work week of 40 hours
 - The average weekly schedule is as follows:
 - Monday: 8:00 AM – 5:00 PM
 - Tuesday: 8:00 AM-8:00 PM
 - Wednesday: 8:00 AM – 4:00 PM
 - Thursday: 8:00 AM – 5:00 PM
 - Friday: 8:00 AM-2:30 PM