

Job Title:	Employment Specialist
Department:	Integrated Services
Program:	Employment
Reports To:	Employment Program Manager
FLSA Status/Pay Type:	Non-Exempt/Hourly

Position Summary

This is a full-time grant funded position and is contingent upon renewal of the grant. The Program Manager and the Department Director select the Employment Specialist. The Employment Specialist is responsible for all aspects of service delivery to individuals referred to the Employment Program. This includes development of customized employment plans for individuals and placing them in the most appropriate employment setting. This position will be serving a diverse and vulnerable population, primarily newly arrived refugees, etc., and requires the Employment Specialist to work closely with staff and community agencies to coordinate additional services. Besides providing employment services, the Employment Specialist will approve the individuals for employment related financial assistance and perform other duties as assigned. This position requires maintenance of client files with detailed documentation of service delivery. This is a full time position.

Essential Duties & Responsibilities

A. Employment Services

- Conducts intake & assessment.
- Develops structured individual employment and self-sufficiency service plan for each client, addressing and assisting client to recognize their interests, strengths, needs, deficits, and goals towards employment.
- Makes job referrals, assists with job applications, and facilitates job placements and job upgrades.
- Trains client on effective interviewing skills, resume writing, and professional presentation.
- Provides information to clients about educational opportunities, including vocational and training programs and college courses relevant to client goals.
- Collaborates with the team in identifying appropriate jobs for clients.
- Prepares and submits client assistance check requests.
- Conducts employment services follow-up as required by grants.
- Coordinates client services with other Caritas programs and service providers.
- Complies with funding source guidelines and requirements.
- Maintains on-going interactions with employers.
- Consistently and accurately completes data entry of client information using the agency database systems.
- Maintains client files with required forms, Employment Service Plan, case notes, and client assistance check request documentation.

- **Essential Duties & Responsibilities (continued)**

- Maintains detailed case notes in all files that provide accurate and complete description of service provided to clients as well as clients' involvement in the case plan.
- Compiles monthly/quarterly reports as requested by Employment Program Manager.
- Responds to individual client concerns with accurate information in a respectful, effective and timely manner.
- Monitors own work to ensure quality.

- **B. Financial Assistance**

- Conducts intake and assessment of clients for financial assistance (e.g. Refugee Cash Assistance or Match Grant program eligibility).
- Provides monthly cash and vendor payments to eligible households based on government guidelines.
- Maintains file with record of relevant financial assistance, intake, assessment, payments, and other required documents and closes files in a timely manner.
- Refers clients to other programs if there is an unmet need.
- Completes data entry of financial assistance (e.g. Match Grant or Refugee Cash Assistance) provided to each client.
- Completes other tasks related to financial services (e.g. Match Grant or Refugee Cash Assistance) as assigned.

- **C. Organizational Support Functions**

- Follows employee policies and procedures.
- Comply with timely reporting requirements e.g. 90,120,180-day reports.
- Attends and participates in staff meetings.
- Participates in and assists with organization planning and training functions.
- Complies with administrative procedures, reporting and record keeping policies.
- Supports Caritas goals and values.

- **D. Other**

- 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 or Master's Degree from an accredited college/university with a major in one or more of the following areas: business administration, human resources, social work, psychology, sociology, education, international studies, and other business and/or human services related fields. Minimum one year of experience providing career services, people development and working with diverse populations and clients with barriers.

Qualifications (continued)**SKILLS**

Must have ability to work collaboratively and independently in a fast-paced environment

Must be computer literate

Other position requirements

Must have dependable transportation

Must be bilingual in Dari, Pashto, Farsi, Kinyarwanda, Burmese, Swahili, Arabic, or Spanish,

Competencies

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

Physical Demands (continued)

- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day
- Requires daily face to face verbal conversation with clients, up to 6 hours per day
- 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.