

Center for New Americans Job Description

Position Title: Employment Specialist, Matching Grant Services
Department: Center for New Americans
Reports To: Assistant Manager, Matching Grant Services
FLSA Status: Full-time, Non-exempt
Date Created: 2022, Rev. March 2024
Pay Rate: \$43,680/Year



Agency Mission

“InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.”

Overview to the Program Area

InterFaith Works’ Center for New Americans (CNA) has been in operation since 1981, resettling newly arriving refugees from areas of the world where war, conflict, and political repression have forced mass relocation of people across the borders of their homeland. Refugees are annually certified by the United Nations, and accepted by the US government, then resettled in 355 Affiliates across the county. CNA provides mandated support to refugees for the first 90-days, including meeting the refugee/family at the airport, securing and furnishing an affordable apartment, providing first cash, food, and safety training, then assisting the refugee/family to enroll in school to learn English, to become connected to medical services, and to prepare for and secure employment. Additional services extend beyond the 90-days which include intensive medical case management, mental health, immigration, Path to Citizenship, family wellness, and employment support for entry level workers, highly skilled immigrants, and youth ages 18-24, extended cultural orientation, and successful community integration. CNA also works to help newly forming ethnic community-based organizations to establish themselves and to provide ongoing support to the newly arriving families.

Qualifications:

Candidate should have knowledge of local resources and employers with entry level positions, and experience in case management and employment assistance, preferably with refugee populations. One year experience in employment services, and fluency in English, excellent oral and written communication skills, familiarity with Syracuse area and employers, and experience working in cross-cultural context. College degree in a related field or equivalent work experience. Skilled in Microsoft Office Suite. Candidate is required to have NYS valid unrestricted driver license and reliable transportation.

Physical Requirements:

- Must be fully vaccinated for COVID-19 or qualify for a medical or religious exemption.

Essential Functions:

Job Skills Training

- Assess clients’ functional skills and develop plans for employment based on realistic picture of current job market and clients’ intentions and interests.
- Prepare clients for employment (resume, interviewing and, job readiness skills)

- Assist clients in resolving problems in living that interfere with obtaining or retaining employment.
- Link clients to community resources that assist the client in obtaining or retaining employment, including job training programs.
- Work with the employment team to develop and deliver employment-related training for refugees.

Job Placement

- Directly refer clients to employers.
- Take clients to job interviews and required appointments, when necessary.
- Follow-up with employers and assess outcome of interviews.
- Attend local job fairs with clients.

Employer Development

- Work with the employment team to develop employment possibilities for clients through local employers.
- Conduct outreach presentations with local employers to explain the benefits of hiring our clients.
- Work with the employment team to assess vacancies and gear training to these opportunities.

Case Management

- Follow case management plans and maintain detailed service records.
- Assist assigned clients by providing initial and ongoing cultural orientation.
- Assist clients in applying for public benefits to which they are entitled, such as social security, food stamps, Medicaid, WIC, TANF and or NYS Safety Net, as needed.
- Share on-call hours for picking up refugee arrivals and emergencies with other staff.
- In coordination with other staff, ensure all core services are provided in as timely a manner as possible for every Match client assigned to position.
- In consultation with the program director, actively advocate on behalf of assigned individual clients and for refugees, as a whole.
- Make sure clients have received all client money due to them and that all financial transactions are properly documented in case files and at the main office.
- Report emergencies, serious difficulties and potential large problems with clients, other providers, and supervised staff, to director as soon as possible.
- Create, implement and monitor activities related to raising the required match for the program
- Coordinate direct client work of volunteers, interns and interpreters who relate to assigned clients.

Reporting & Protocols

- Prepare timely required reports for various funding sources.
- Maintain strict confidentiality of client information.

- Work as a team member with other employment and CNA program staff.
- Document work, keeping case records, data-bases and other funding required records as needed.
- Insure all match grant regulations are met, for assigned clients in the match grant program.
- Follow IFW and EMM policies.
- Participate as a team member in staff meetings, in case management meetings and all staff activities.

Community and Public Relations

- Develop and maintain relationships with business, government, and non-profit partners
- Participate in appropriate community organizations and coalitions that further the work
- Work collegially with other organizations that assist refugees.
- Develop and maintain good relationships with Episcopal Migration Ministries (EMM) personnel in NYC.
- Assist in raising visibility and adding to the positive image of the refugees in the Syracuse Community.
- Develop and maintain relationships with other service providers, for example, social services, ESL classes, Refugee Assistance Program job developers, medical service, landlords and others.

Professional Development

- Attend training and informational conferences, as requested.

Special Projects and other duties as assigned

Hours:

Full-time non-exempt hours, which may include nights and weekends especially during peak arrivals and for the CNA on-call rotation.

To apply: Please send resume and cover letter to Melissa Morral at mmorral@ifwcny.org.