

## CAREER OPPORTUNITY

**Title:** Refugee Program Navigator

**Hours:** Part-time, On-Call, Non-Exempt - maximum 19 hours/week

**Purpose of Position:** The overall goal of the Refugee Resettlement Program is to support refugee individuals and families to become self-sufficient in their new communities. Under the guidance/direction of the Refugee Program Manager, the Refugee Program Navigator assists in the delivery of refugee resettlement services. Services provided by the Refugee Program Navigator assist as a training resource on various aspects of refugee resettlement services (includes assisting with airport reception, interpretation at individual or group sessions, communicating and reinforcing resettlement goals in the refugee's native language, orientation services, transportation assistance and translation of documents), community/client development projects, provide administrative and research support for staff and clients, and other responsibilities as assigned.

### KEY RESPONSIBILITY AREA MAIN DUTIES (Not all-inclusive)

#### I. Assistance with delivery of resettlement services (30%)

- Maintains confidentiality of client information
- Assists in the reception & placement (R&P) orientation for all newly arrived refugees, in partnership with the Case Managers and Employment Specialists. Helps in facilitating and/or coordinating facilitation of cultural orientation sessions, facilitating and/or coordinating facilitation pre and post orientation testing, ensuring adequate interpretation is provided for sessions and assisting with identification of gaps in the level of understanding by orientation participants
- Participates in the development of and provides direction for the facilitation of an enhanced refugee orientation program (i.e. provide opportunities for refugees to gain an increased knowledge base and skill in areas such as public transportation, banking, budgeting, home management, etc.)

#### II. Programmatic implementation assistance (30%)

- Provides program development assistance for the case management, employment, and cultural orientation staff to create structured and formal programming that will assist refugees in their refugee resettlement goals of independence and self-sufficiency
- Responds in a timely and professional manner to requests for assistance to accompany refugees to community appointment such as public health appointments, social security appointments, and medical/mental health, understanding their refugee resettlement goals of independence and self-sufficiency
- Provides language support to clients as needed

#### III. Client orientation assistance (20%)

- Meets regularly with Refugee Case Management and Employment Specialists for orientation planning and development, and assists in the assessment and planning for newly arrived cases, identifying appropriate resources for initial orientations and ongoing self-sufficiency
- Assists with providing transportation support, including providing bus orientations for newly arrived clients
- Assists with the direction of student interns and volunteers for provision of acculturation and orientation services
- Identifies existing and new resources to be utilized in the resettlement process
- Maintains data of recipients documenting service provision, outreach activities and how service gaps were addressed
- Assists case managers and employment specialists as needed with client linkage to community resources and advocacy to ensure uninterrupted receipt of benefits

**IV. Documentation and case notes (10%)**

- Completes case notes in an accurate and timely manner
- Ensures that work is well-prepared, easy-to-read, and completed according to program procedures

**V. Teamwork and professional growth (10%)**

- Monitors online calendar daily and responds to requests for assignments immediately
- Actively and regularly attends and participates in team process during meetings and informal processes or projects
- Identifies issues to team for discussion
- Actively participates in ongoing evaluation process of Refugee Resettlement program
- Appropriately accesses and utilizes supervision toward professional development
- Takes responsibility for bringing issues and goals to supervision meetings
- Demonstrates an attitude and approach of a “team player”

**MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:**

- Associate’s degree in Social Services, International Relations, or similar field; exceptionally related work, education, or lived experience may be considered in lieu of degree
- Preferred bilingual capabilities with competence in the language of the current population being resettled by Catholic Social Services
- Basic computer skills and familiarity with MS Word and Excel
- Ability to understand and communicate with limited-English-speaking clients, including having the expertise to speak to clients through interpreters
- Knowledge and experience and/or willingness to learn about global cultures, global migration, and the work of refugee resettlement
- Knowledge of community resources
- Excellent multi-tasking, interviewing, and time management skills
- Willingness to work flexible hours
- Valid Ohio driver’s license and access to private, insured vehicle during working hours and willingness to transport refugees

*All interested candidates should send an updated resume with salary requirement to:*

*Human Resources, Catholic Social Services of the Miami Valley*

*922 W. Riverview Ave., Dayton OH 45402*

*Or e-mail [jobs@cssmv.org](mailto:jobs@cssmv.org) or fax to 222-6750*