

CAREER OPPORTUNITY

Title: Refugee Program Navigator

Hours: Full-time, Non-Exempt; 37.5 hours/week

Our Refugee Resettlement Program supports refugee individuals and families to become self-sufficient in their new communities. The Program Navigator assists in the delivery of services through activities such as assisting as a training resource on various aspects of refugee resettlement services, 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, translation of documents, community/client development projects, and providing administrative and research support for staff and clients.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

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

- Maintains confidentiality of client information
- Assist in the R&P orientation for all newly arrived refugees, in partnership with the Case Managers and Employment Specialists. Will help 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, 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, 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%)

- Case notes are completed 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”

ADDITIONAL FUNCTIONS/RESPONSIBILITIES:

- Performs other job-related duties and activities as needed
- Maintains cleanliness of work area
- Gains knowledge of the appropriate use of all CSSMV forms and the operation of equipment
- Keeps supervisor informed and involved in the activity of projects, as necessary
- Assists in ensuring projects meet mutually agreed upon strategies and objectives
- Follows all professional standards for work area, license area, the agency and other agencies for which they may be collaborating
- May occasionally require working additional hours

BEHAVIOR TRAITS:

- Attention to detail
- Flexibility
- Results oriented and decisive (may include the ability to make recommendations)
- Effective time management and planning skills; ability to meet deadlines
- Ability to absorb information quickly and perform duties in a timely and accurate fashion
- Ability to handle multiple priorities and respond to multiple customers (internal and external)
- Ability to shift attention quickly and accurately from one matter to another
- Ability to effectively, efficiently, and harmoniously work independently and as a member of a team; ability to interact effectively and diplomatically with a wide range of organizations/people
- Ability to effectively work with a diverse group of individuals

LANGUAGE SKILLS:

- Ability to read and comprehend simple instructions, short correspondence, memos, and/or documents
- Ability to write simple correspondence and sometime positions require the ability to write routine reports
- May require the ability to effectively present information in one-on-one and small group situations to clients, the public, and/or other employees in the agency

PHYSICAL:

- The employee is occasionally to frequently required to reach with hands and arms
- The employee must frequently to occasionally lift and/or move up to 10 pounds and occasionally to rarely lift and/or move up to 25 pounds
- Specific vision abilities may include close vision, distance vision, depth perception, and ability to adjust focus

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
- 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

SCOPE OF DAILY CONTACTS:

Agency employees – Clients – Public/Community - Volunteers

DIRECT REPORTS:

None

*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 or fax to 937.222.6750*