

# Refugee Employment Case Manager

## Job description

JOB TITLE: Refugee Employment Case Manager

REPORTS TO: Employment & Economic Empowerment Programs Manager

POSITION: Full Time

### PURPOSE/SCOPE OF RESPONSIBILITY

To provide case management and employment services with refugee and other eligible populations.

### ESSENTIAL DUTIES, RESPONSIBILITIES, & COMPETENCIES

- Provides case management including assessment, testing, counseling, daily interaction with clients and follow up
- Assists with job placement & upgrades, and continues to monitor job retention
- Maintains client-related documentation standards by preparing and completing in a timely manner all required records and reports for all assigned clients
- Networks with employers and other community agencies
- Represents the agency at Department of Human Services and other functions related to DHS, Washtenaw County MWA, and Washtenaw County Office of Community & Economic Development
- Classroom instruction: develops and leads employment-related classroom activities, workshops
- Assists clients with resume preparation, cover letters, portfolios, interviews
- Works closely with English as Second Language Instructors/Volunteer Tutors on the development/implementation of Vocational ESL curriculum
- Works closely with clients on barrier removal (problems preventing the clients from obtaining and retaining employment), one-on-one and/or in group settings.
- Maintains safe and clean working environment by complying with health and safety guidelines.

### OTHER DUTIES, RESPONSIBILITIES, & COMPETENCIES

1. Shares professional knowledge with staff by seeking out professional development opportunities and sharing new learning with staff.
2. Supports agency operations by appropriately representing the agency in all forums and by demonstrating commitment to agency philosophy, mission, goals, policies and procedures.
3. Contributes to effective use of agency resources by identifying and implementing options for cost containment.
4. Contributes to team effort by accomplishing related results as needed.
5. Uses time effectively by appropriately planning, organizing and scheduling required work hours to meet agency needs.
6. Demonstrates effective judgment by making appropriate decisions, as well as conducting and maintaining a professional manners and appearance at all times.
7. Maintains safe and clean working environment by complying with health and safety guidelines.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's Degree in human services related field required.
- Must have working knowledge of Microsoft Word, Outlook, and databases
- Must have excellent organizational skills to work in a team-oriented, fast-paced environment
- Excellent oral and written communication skills
- Ability to work well with a diverse population of clients
- Multilingual

Job Type: Full-time

Salary: From \$38,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Vision insurance

Schedule:

- Monday to Friday

Ability to commute/relocate:

- Ann Arbor, MI 48104: Reliably commute or planning to relocate before starting work (Preferred)

Education:

- Bachelor's (Preferred)