Job Announcement

(full-time **Director of Employment Services (DES)**)

IRIS (Integrated Refugee & Immigrant Services, www.irisct.org), a dynamic refugee resettlement agency in New Haven CT, is looking for a full-time Director of Employment Services immediately to manage a team that works with refugees and immigrants in the greater New Haven, CT area. We are looking for candidates who have business and employment experience as well as international experience and cultural competence. An advanced degree and fluency in a second language are preferred but not required. We are looking for a dynamic individual to take on a senior role. If you are passionate about helping immigrants succeed and build careers, and can lead a critically important department, please apply.

IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving a more diverse immigrant population.

**General Description**
The Director of Employment Services (DES) directs the efforts to help refugees, asylees and immigrants find gainful employment in the great New Haven, CT area. IRIS Employment Services (ES) helps more than 100 new clients every year and a total of well over 200 (including returning clients) in a calendar year. The DES manages a diverse and rotating team of IRIS employees, interns and volunteers who prepare clients for the job market, create resumes, assist with job applications, interviews and on-going job support. The DES also oversees the outreach effort to area employers, as well as chambers, groups and organizations, in order to advocate for refugee employment and the benefit of self-sufficiency for our clients. The DES works closely with other IRIS departments to deliver coordinated services to our clientele. The DES is involved in budgeting, reporting and represents IRIS at various events.

**Essential Duties and Responsibilities include:**

1. **Manage a team**
   - Oversee one to two employees, two to four interns, and three to six volunteers (a group with constant turnover). The team usually consists of between 6 and 10 people.
   - Provide feedback and encouragement on a monthly basis to all team members.
   - Ensure cohesion and focused group goals by holding weekly team meetings and fostering an up-beat team atmosphere through constant communication, encouragement and iteration of goals.

2. **Nurture and expand the outreach effort**
   - Devise, build and maintain a system to track employers (including all details of relationship) to ensure the ES team has quick access to critical information and also to ensure that the data becomes IRIS data, which will be available to any new employee and not be lost when employees leave the organization.
   - Attend Chamber of Commerce, and other, events to spread information about ES and the advantages of hiring refugees.
   - Develop and maintain relationships with business owners, directors and managers in human resources and direct management especially.
     - Advocate for specific clients and refugee employment in general with contacts in companies and organizations that hire throughout the region.
     - Skillfully manage employer/employee issues that arise so as to protect the rights of our clients and foster deeper relationships with employers.
• Develop and maintain relationships with local organizations that can partner with ES to the benefit of IRIS clients. A partial list of these organizations includes CT Works, New Haven Works, The Step-Up Program, Junta, Job Corps, The Jackson Institute and local colleges and universities.

3. **Manage, drive and contribute to ongoing client preparation**

• Devise, build and maintain a system to track all clients who receive ES attention (including all over 20 specific characteristics that can be searched on) to ensure the ES team has quick access to critical information.
• Ensure all eligible clients have Employment Assessments and professional resumes.
• Greet every new ES client and explain our goals for them, their responsibilities, the scope of our services and the personal steps they should be taking in order to achieve self-sufficiency in the United States.
• Manage delivery of Employment English, Job Club, Female Empowerment as well as less structured education and tutoring that:
  o Improve the level of English among clients
  o Teach industry specific vocabulary
  o Teach on-line and paper application completion
  o Deliver mock interview training
  o Explain intricacies of the US job market
  o Teach best approaches to acquiring good speech and appearance habits
  o Explain best practices to insure job retention and growth
• Strategize with team regarding best job matches for specific clients (drawing on information in our data fields as well as team knowledge of clients and employers).
• Oversee programs that support client employment such as the Employment Mentor program which brings in groups of volunteers to work with individual clients in a structured three month program. For the Employment Mentor program the ESM develops training materials, trains volunteers, and matches them with clients and oversees their progress.

4. **Engage with the community**

• Develop and maintain relationships with organizations beyond the scope of employers.
• Find programs that serve national, lingual or economic groups that may benefit our clients in their pursuit of self-sufficiency and economic growth.
• Reach out to churches, community organizations, other non-profits, educational and other institutions in order to spread our message and raise our visibility.

5. **Administrative management, documentation and reporting**

• Write case notes and ensure ES team is keeping up with case notes.
• Update various systems with case note and job report information.
• Insure all relevant documents are properly placed in case files.
• Keep employer data documents updated, and ensure ES team does the same.
• Keep client data documents updated, and ensure ES team does the same.
• Prepare materials that explain the duties and responsibilities of ES team so that new team members have resources.
• Prepare statistical information in varying ways for different reports that are required for specific grants and programs.
6. **Programmatic Best Practices**

- Be aware of changes in international and national refugee resettlement work that can affect or influence IRIS and the ES effort.
- Stay abreast of the approaches taken toward funding and developing job growth in other states and countries with an eye toward implementation possibilities.
- Read the materials from, and communicate with, organizations such as Higher and Talent Bridge which can provide tips and specific information on job creation.
- Inform organizations about our programs, challenges and successes (speaking on conference calls, etc) to help improve the refugee employment situation nationally.
- Consider new programs which could deliver big and immediate impact on the success of our work such as the creation of an employment agency under our 501c3 or systems improvements which would create more time to devote to service delivery.

**Representation:**
Represent IRIS when asked by the ED, effectively communicating the mission and work of IRIS to the general public.

**Development:**
Help identify and cultivate donors.

**Agency Leadership:**
Participate in discussions and decision making on overall agency policies and strategic development in all areas; including human resources, budget, program development, fundraising, outreach / public relations. On occasion, participate in Board Meetings.

Reports to: Executive Director

**Requirements**
College degrees, international experience, foreign language skills and employment experience are preferred but not required.

Candidates must have:
- fluency in English,
- ability to quickly establish and maintain a good rapport with various types of clientele,
- awareness and sensitivity to multicultural issues and a demonstrated commitment to the mission of IRIS,
- strong communication skills,
- ability to handle multiple demands and shifting priorities in a fast-paced environment,
- ability to set limits with clients and enforce strict policies,
- strong computer skills including email and internet, Microsoft Word, Microsoft Excel, Google Docs; ability to manipulate basic spreadsheets,
- meticulousness and attention to detail,
- US driver’s license, good driving record, and willingness to drive clients to appointments.

Ideal clients will have:
- experience working with immigrant populations
Benefits include health insurance, vacation, holidays, sick days, and eligibility for pension plan after 1 year.

To apply, send an email to humanresources@irisct.org as soon as possible with the following:
• A subject line that says “DES: [Candidate first and last name]”
• A cover letter
• An attached resume
Applications will be reviewed in the order they are received and until the position is filled.

IRIS is an Affirmative Action/EEO Employer