Job Announcement
(full-time Employment Services Specialist (ESS))

IRIS (Integrated Refugee & Immigrant Services, www.irisct.org), a dynamic refugee resettlement agency in New Haven CT, is looking for a full-time Employment Services Specialist immediately to work with refugees and immigrants in the greater New Haven, CT area. College degrees, international experience, foreign language skills and employment experience are preferred but not required. If you are passionate about helping immigrants succeed and build careers, 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 Employment Services Specialist (ESS) contributes to the effort to help refugees, asylees and immigrants find gainful employment in the greater New Haven, CT area. IRIS Employment Services (ES) serves over 200 clients each year. The ESS teaches Job Orientation and is integrally involved in the process of assisting individual clients in their job search. This includes creating resumes, assisting with job applications, interviews and on-going job support. The ESS works with, and helps manage, the team of ES interns and volunteers. The ESS works in concert with Case Management, Health & Wellness and Education to trouble-shoot obstacles to employment. This is a full-time position.

Essential Duties and Responsibilities include:

Employment Assessment Completion & Resume Development
- Work with Employment Services Manager (ESM) to complete Employment Assessment process, ensuring that all new arrivals are assessed within 10 days of arrival.
- Within the same time frame a resume will be created that will include an overview, work history, education, skills, and three references.

Tracking Progress Toward Employment
- The ESS will help maintain a spreadsheet that includes tracking information regarding all program participants, including all dates that services have been provided.
- There will also be delivery and tracking of follow up appointments, classes and tasks on a weekly or biweekly basis.
- Assist full-time ESS with the completion of case noting and document filing for the early employment period.
- Compliance with governmental regulations regarding case noting on online data bases.

Teach Job Readiness Orientation / Job Readiness Classes
- Teach do’s & don’ts of job interviewing; help clients read resumes; explain IDs and work authorization documents; teach worker’s rights; W4s & I9s
- This may be individual, small group or large group instruction depending on arrivals and client needs.

Focus on Female Economic Empowerment / Job Club for Women
- Many of IRIS’s female clients face challenges such as having young children at home, inability to access education / English classes, and a home environment which makes it difficult for them to consider working.
- IRIS needs to make a greater effort to serve women who can work, who want to work, and even those who do not want to work, by building on existing relationships and creating new safe spaces and classes to empower our female clients.
- A new support group of some kind may be the best approach to bring focus and momentum to empowering our female clients.

National and Regional Employment Orientation & Acculturation
• Provide hands-on instruction for application completion (paper & on-line), arrange interviews, and assist during the interview process whenever possible.
• Educate refugee clients as to what employers are looking for in terms of work ethic, attitude, and skills.
• Establish short term goals based on the needs and interests of the client, promoting early employment, self-sufficiency and client self-determination.
• Individual case management is sometimes required for certain clients who have extra difficult challenges.

Assist Refugees in Applying for and Keeping jobs
• Using leads found/established by the Employment Outreach Specialist, suggest appropriate job openings to individual clients and help them follow through. (Matching jobs with clients will usually be done in consultation with ES colleagues and in consideration of clients' English and/or professional skills, financial need, mental health, physical limitations, availability, transport, proximity to the workplace, etc.)

Foster/nurture relationships with local employers
• After the Employment Outreach Specialist has established contact with a local employer, follow up by phone or email to confirm openings and advocate for clients who might be good matches.
• Follow up with employers to check the status of applications and to further reiterate interest; provide updates if necessary.
• Troubleshoot and provide support after a client has started working; contact the employer regularly to check in and make sure all is well.
• Represent IRIS and IRIS employment at various New Haven area events.

Lead or Assist with Special Projects such as Citizenship Classes
• TBD with supervisor and changing with current client makeup

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

The salary for this position will start at between $35,000 and $40,000 per year. 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 “ESS: [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