



## **Kentucky Refugee Ministries, Lexington Job Developer (full-time)**

Working with the KRM Lexington employment team, the Job Developer will provide direct job readiness and job placement services to employable refugees, asylees, special immigrant visa holders and other immigrants eligible for KRM services. Basic duties will include contacting area employers to identify job opportunities, identifying and taking clients to apply for those positions, and following up with clients and employers to help ensure job retention. Accordingly, a sizeable minority the Job Developer's time may be spent outside of the office, directly assisting clients apply for jobs.

The overall caseload will include clients with varying levels of English proficiency—with some speaking little or no English and some completely fluent—and diverse educational, cultural and vocational backgrounds. Most clients will be placed in entry level jobs. Many large and small Lexington-area employers have hired refugees through KRM in the past years. The main industries hiring our clients include housekeeping, food service, manufacturing, landscaping/gardening, and warehouse labor. The Job Developer must have the interpersonal skills and follow-up to maintain this roster of employment partners and the initiative to develop new ones. New employers and contacts are always being sought, so the Job Developer must be able to develop and maintain great relationships within the business and non-profit community at large.

The Job Developer will provide job readiness orientations and individual and group instruction to prepare refugees to successfully obtain and retain employment. All employment services activities and outcomes must be case-noted and tracked with required supporting documentation. Good office and organizational skills are a must.

### **Essential Duties**

Working under the supervision of the Employment Services Manager, the Job Developer will carry out the following activities:

- Conduct pre-employment assessments of clients' job skills and employment history.
- Research the Lexington job market; identify new opportunities suitable for KRM clients.
- Match available jobs to particular client skills.
- Assist clients during the entire job application process; including coordinating interviews and applications with company human resources staff, scheduling

interpreters as needed, and transporting clients to employers offices/facilities to complete applications/interviews.

- Instruct and assist clients in completing drug, background and other pre-employment screenings.
- Orient clients on public transportation routes and schedules needed to get to/from jobs.
- Conduct follow-up with employers to check on status/retention of recently-hired clients and troubleshoot issues identified.
- Track starting wage and employment information for reporting purposes.
- Assesses refugees' ongoing employment needs, including opportunities for job upgrade, vocational training and career development opportunities.
- Develop and present lectures/class sessions that prepare clients to acquire and retain employment in the United States. The Job Developer will serve as an instructor for occasional class sessions for clients involved in KRM Job Readiness classes. Topics include basic employer expectations, interviewing preparation and etiquette, understanding paychecks, and proper procedures for handling various on-the-job scenarios.
- Provide leadership and communication with Job Readiness classes, such as: completing class registration/attendance, organizing out-of-office trips, leading organizational meetings with other teachers, and communicating with external partners.
- Document all refugee employment services activities per program guidelines.
- Participate in team and office meetings and other events/initiatives from time to time.
- Provide support for the Refugee Cash Assistance program enrollment and administration for employable adults who receive temporary cash stipends on arrival in the US while searching for jobs.
- Assist with the information database system used for program enrollments, cash assistance, and job placement information, and create reports or updates summarizing employment data as requested by the KRM Lexington Director.

## **Agency Profile**

Founded in 1990 as a nonprofit organization, KRM is a local affiliate the national network of agencies authorized to provide resettlement services to refugees admitted to the United States through the federal U.S. Refugee Admissions Program. The Lexington sub-office opened in 1998.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and various specialized programs. KRM also offers citizenship classes for refugees and immigrants, and comprehensive immigration legal services. With clients and staff of diverse backgrounds, KRM does not conduct any religious activity, and proudly serves client regardless of race, religion, ethnicity, gender identity, or sexual orientation.

## **Job Requirements**

- Strong computer and organizational skills, including proficiency in MS Excel and ability to learn specialized software for tracking and documenting work
- Ability to work with clients of diverse nationalities, religions, languages, and cultures
- Comfort with serving limited-English-proficient clients and utilizing bilingual interpreters
- Outstanding communication skills (written and verbal) in English
- Additional language skills would also be beneficial, but are not mandatory
- Excellent interpersonal skills; ability to effectively interact with human resources and executive staff of companies in a range of industries
- Strong orientation to detail and ability to provide clear documentation of services
- Team orientation - ability to work in coordination with agency resettlement staff
- Patience and strong commitment to providing individualized employment services to refugee clients

## **Additional Job Information**

This job is full time and offers medical/dental/vision/life insurance, paid vacation/holidays/sick and personal days. Duties will be conducted primarily during normal business hours with occasional early mornings or evenings required. The ability to drive and transport clients by car is strongly preferred.

During COVID, a majority of the work hours will be performed remotely. But limited essential in-office and field work conducted under observance of COVID precautions is required.

## **To Apply**

Send a current résumé and cover letter by email to KRM Lexington Director Mary Cobb at [mcobb@krmlx.org](mailto:mcobb@krmlx.org) by 5pm December 7. Please put “Job Developer” in the subject line.