



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, and special immigrant visa holders who have arrived in the U.S. in the past five years. 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.

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/from jobs.
- Coordinate with other KRM staff to ensure refugee parents have needed childcare arrangements in place to begin work.
- 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 at least 1 class session per week 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 the 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.
- Coordinate, prepare, and execute quarterly meetings with the KRM Employer Advisory Council, in collaboration with other staff.
- Provide support for the Wilson Fish cash assistance program enrollment for employable adults.
- Assist with the information database system used for program enrollments, cash assistance, and job placement information.

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 and is projected to receive over 200 refugee arrivals from several countries in 2019.

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.

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, especially in common languages used by clients (Swahili, Kinyarwanda, Kirundi, Arabic, Ukrainian, Spanish)
- 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.

To Apply

Submit a résumé and cover letter by 5pm on January 18 to:

Mary Cobb
KRM Lexington Director
mcobb@krmllex.org