



Kentucky Refugee Ministries, Louisville Job Developer (full-time)

As part of a four-member Employment Services staff, the Job Developer will provide direct job readiness and job placement services to around over 700 employable refugees and immigrants a year. Basic duties will include contacting area employers to identify job opportunities, and identifying and taking refugees to apply for those positions. Accordingly, a sizeable minority the Job Developer's time may be spent outside of the office, directly assisting clients to apply for jobs.

Clients Served. Clients served will be primarily comprised of recently-arrived refugees from such countries as Congo, Syria, Afghanistan and numerous other countries; and Cuban paroles. Clients will have varying levels of English proficiency—with some speaking little or no English—and diverse educational, cultural and vocational backgrounds. Clients will range in ages and include sizeable numbers of women, youth and young adult refugee.

Job Placement and Employer Outreach. Most clients will be placed in entry level jobs paying \$17/hour to \$18/hour. In the past year 200 Louisville-area employers have hired refugees and immigrants through KRM. The main industries hiring refugees are manufacturing, logistics/distribution, environmental services, food processing, hospitality, healthcare, and environmental services. 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. Job Developers will maintain close contact with key local employers, inquiring about new job openings and checking on the status and retention of recently-placed clients.

The Job Developer will also, to the extent possible, assist refugees with transferrable professional skills and high levels of English proficiency find employment in Louisville in their field of training and experience. This will include résumé building and counseling clients in independent job searching.

Job Readiness Orientation. The Job Developer will be expected to provide job readiness orientations and individual instruction to prepare refugees to successfully obtain and retain employment. KRM employment staff must have good geographic knowledge of the Louisville Metro area to be able to locate employment that clients can reasonable access by bus from their place of residence.

Initial and Follow-up Job Placements. In keeping with KRM's mandated objective of promoting refugee self-sufficiency, the employment services team will seek to place clients in full-time jobs early within their resettlement, usually three to six months after arrival. Employment services are also provided, on a smaller scale, to clients resettled in previous years who have lost their job or who are seeking a job upgrade.

Administration. All employment services activities and outcomes must be case noted and tracked in client databases with required supporting documentation. Good office, computer and organizational skills are a must.

Supervision. The Job Developer will work under the direct of the Employment Services Manager.

Essential Duties

The Job Developer will carry out the following activities:

- Provide enrollment in, and orientation on, KRM's employment program for newly-arrived refugees
- Conduct pre-employment assessments of clients' job skills and employment history
- Research the Louisville job market; identify new opportunities suitable for refugees
- Conduct outreach presentations with individual employers or at convenings of area employers at local workforce development events
- Match available jobs to particular client skills and clients' transportation access
- Assist clients during the entire job application process; including coordinating interviews and applications with company human resources staff 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/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 between employees and newly-hired clients
- Submit wage and employment information internally and to the Department of Community Based Services (DCBS)
- Present and develop a work orientation series that prepares clients to acquire and retain employment in the United States. These "World of Work" orientations cover topics including basic employer expectations, how to fill out job applications, interviewing skills and techniques, understanding paychecks, and proper procedures for handling various on-the-job scenarios
- Document all refugee employment services activities per program guidelines

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. KRM also has offices in Lexington and Covington, Kentucky. In addition to refugees, KRM serves Afghan, Ukrainian and Cuban parolees, and individuals from various countries who have been approved for, or are applying for, asylum.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth and elders and the arts. KRM also offers citizenship classes for immigrants preparing to apply for naturalization.

KRM's immigration legal services office provides services to immigrants of all statuses. KRM also provides services to immigrant victims of crime.

KRM staff do not engage in any religious messaging in connection to delivery of client services.

Job Requirements

- College degree required
- Strong computer and organizational skills, including proficiency in MS Excel
- Job will be primarily during normal business hours with some early mornings required to take refugees to job interviews
- Ability to drive and transport clients by car

Specialized Skills

- Ability to work with clients of diverse nationalities and cultures
- Comfort with servicing limited-English-proficient clients and using bilingual interpreters
- Excellent interpersonal skills; ability to effectively interact with human resources staff of companies in a range of industries
- Strong orientation to detail and ability to provide clear documentation of service
- Team-orientation; ability to work in coordination with agency resettlement staff
- Patience and strong commitment to providing individualized employment services to refugee women and other high-need clients
- *Spanish fluency a plus*

Work Arrangements and Location

- KRM staff are currently required to work at least three days a week, or 60% of scheduled hours, in-person, either in the office or the field. Remaining hours can be worked remotely. Immediate time-sensitive service requirements may require more than 60% in-office or in-person work.

Compensation and Benefits

- Non-exempt position, 40 hours per week. Pay based on background and experience
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days; 401(k) retirement plan; employee assistance program (EAP); 401(k) retirement plan after one year of service

To Apply

Interested applicants should reply with a résumé and cover letter by Monday, July 10th, to—

John Koehlinger
Executive Director
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
Email: jkoehlinger@kyrm.org

Those who have previously applied for a position at KRM are eligible to reapply. Only applicants selected for an interview will be contacted.