



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

As part of the employment services staff, the Job Developer will provide direct job readiness and job placement services to around 75 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 amount of the Job Developer's time may be spent outside of the office, directly assisting clients in applying for jobs, helping clients with drug testing appointments, and prepping clients for their job interviews.

Clients Served. Clients served will be primarily comprised of recently arrived refugees from such countries as Congo, Syria, Venezuela, and numerous other countries. Clients with varying levels of English proficiency—with some speaking little or no English—and diverse educational, cultural, and vocational backgrounds. Clients will range in age, including sizeable numbers of women, youth-adult refugees, and immigrant job seekers.

Most clients will be placed in entry-level jobs paying \$16/hour to \$18/hour. In the past year, 15 Northern Kentucky employers have hired refugees and immigrants through KRM. The main industries hiring refugees are logistics/distribution, food processing, manufacturing, hospitality, and restaurants. 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.

To the extent possible, the Job Developer will also assist refugees with transferable professional skills and high levels of English proficiency to find employment in Northern Kentucky in their field of training and experience.

Job Readiness. 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 Northern Kentucky region to locate employment that clients can reasonably access by bus from their residences.

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 two to four months after

arrival. However, employment assistance will also be provided to refugees who have been in the United States for longer periods.

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

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 local job market; identify new opportunities suitable for refugees
- 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 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 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 covers 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 staff do not engage in any religious messaging in connection to the delivery of client services.

Job Requirements

- College degree required
- Strong computer and organizational skills, including proficiency in MS Excel
- The 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 utilizing 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 services
- 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
- Experience working with culturally and ethnically diverse populations

COVID-19 Precautions

Currently, in-person client services are limited. KRM staff are required to work three days a week in the office, two days remote. With further decreases in COVID-19 infection rates, more in-office and in-person services may be required.

Compensation and Benefits

This is a full-time position. Salary commensurate with experience and background. Benefits: Medical/dental/vision/life insurance; paid vacation, holidays, sick and personal days.

To Apply

Interested applicants should reply with a résumé and cover letter by Friday, September 22nd, to—

Wilson Mejia
Resettlement Director
Kentucky Refugee Ministries
321 W. Marting Luther King Jr. Blvd
Covington, KY 41011
Email: wmejia@kyrm.org

Applicants for previous jobs at KRM are eligible to apply. Only candidates selected for an interview will be contacted.