



JOB TITLE: Refugee Job Developer

FLSA DUTIES STATUS: Exempt

REPORTS TO: Job Developer Manager

JOB OBJECTIVE: The Job Developer develops and maintains partnerships with employers to identify employment opportunities; provides clients with job readiness training; assists clients with completing applications, interviews and placement activities; conducts follow-up actions for retention purposes.

Services are conducted in a culturally and linguistically appropriate manner, according to contract guidelines and agency policies.

ESSENTIAL JOB DUTIES (include but are not limited to):

- Research and keep up to date on labor market information, economic data and hiring trends to creatively target and develop emerging employment opportunities.
- Attend relevant job development opportunities, i.e., job fairs, community event, job site tours.
- Conduct employer outreach to identify job opportunities and develop, cultivate, and maintain positive relationships with area employers.
- Develop a deep understanding of employers' needs, challenges and hiring preferences.
- Provide job readiness training, such as, plan and implement workshops, meetings, and development activities to ensure employment opportunities are appropriate, relevant, and attainable.
- Educate employers on the merits of refugee employment and relevant right to work documentation.
- Act as a liaison between Catholic Charities, employers, clients, and community partners.
- Provide client support in tailoring resumes and cover letters, coaching for in demand adaptive soft skills acquisition, conducting mock interviews, and assisting with job applications.
- Provide one-on-one coaching and conduct group job prep to job seekers to increase their chances of employment.

ANCILLARY JOB DUTIES:

- Prepare and maintain accurate, complete narrative documentation of client progress and employer relationships, at each point of contact, including resumes, interviews and employer feedback, and placement and retention data for weekly/monthly/quarterly/annual reports.
- Arranges for and utilizes appropriate interpretation and/or translation services as needed.
- Conducts outreach to clients through participation in outside events and distribution of material within the community including ethnic and community affairs, churches and other sites frequented by immigrants and refugees as required by CCAOKC.
- Actively participates in case meetings and other department, agency, community and provider meetings, as required by CCAOKC.
- Prepares timely and accurate statistical data and other reports as required.
- Shares employment information with other CCAOKC departments.
- Assists with other refugee contract requirements as assigned by the Director of Refugee Resettlement.

SUPERVISORY RESPONSIBILITIES:

This position may supervise volunteers.

MINIMUM JOB REQUIREMENTS:

- High school diploma and at least 2 years of experience directly related to the responsibilities specified;
- Bachelor's degree in business or marketing with experience in job development or employment services preferred.
- Ability to drive and possess a valid Oklahoma Driver's License and clean driving record.
- Fluency in written and spoken English; fluency in Spanish, Burmese, Swahili or other language that is representative of a refugee population currently being served by the program is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Sensitive to diversity and to clients of differing racial, economic and ethnic backgrounds.
- Ability to work with refugee/immigrant community.
- Ability to work in a multi-cultural setting.
- Excellent organization skills and ability to manage multiple priorities.
- Ability to use Microsoft Office Suite to perform functions of the position.
- Ability to represent Catholic Charities in the community. Strong verbal and written communication, listening, and presentation skills.
- Strong flexible interpersonal skills required to interact effectively with employees and managers at all levels in the organization.
- Ability to influence and persuade others in difficult situations.

- Demonstrated conflict resolution skills.
- Able to function autonomously and be proactive.
- Good decision-making abilities. Able to make informed decisions based on limited fact and guidance.
- Geographical and practical knowledge of the greater Oklahoma City business and economic development landscape

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

This position works in a variety of settings based on employer locations/needs and may include:

- Typical office setting that requires long periods of sitting,
- Walking/climbing stairs.
- Bending, stooping, pushing, pulling depending on the setting
- Interaction with employers/refugees that require talking, hearing, communicating.
- Ability to drive an Agency vehicle and travel within the greater Oklahoma City community and areas served.
- Occasional lifting (up to 20 pounds) based on the setting.
- Fast paced environment and ability to make decisions and respond to crisis situations.

Accommodation may be made for otherwise qualified individuals who require and request such accommodation.

NOTE: The above statements are intended to describe the general nature and level of work performed by an employee in this position. These statements are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees in this position.

Nothing in this job description restricts management's right to assign or reassign job duties as required. This job description is not to be construed as a guaranteed contract of employment for a definite period of time.

I have read this job description and understand the duties included in it.

Employee Signature

Date