



Employment Program Manager Job Description

Reports to: Director of Empowerment

Status: Full-time, 40 hour/week, with benefits

Arrive Ministries is a Christian nonprofit seeking life transformation for refugees, immigrants, and the Church. Arrive Ministries is a refugee resettlement agency, providing resettlement services to newly-arriving refugees.

Job Summary: The Employment Program Manager will oversee and provide supervision for the EARN and Matching Grant programs and staff. They will also work directly with EARN clients to secure permanent employment. The Employment Program Manager is responsible for the coordination of job readiness classes and oversee job placements for refugee, immigrant, and asylee clients who have been in the U.S. less than five years. They will provide oversight and coordination for the staff within EARN and MG programs as they serve clients through the Dynamics and MRIS systems.

Responsibilities:

1. EMPLOYMENT COUNSELING: EARN and Matching Grant (MG) (40%)

- Maintain a case load of clients through the EARN program
- Support EARN and MG staff in crisis response or complex cases
- Maintain a working case load of immigrant individuals to secure employment opportunities, accompany them to interviews, and provide guidance and interpretation as appropriate.
- Assessing client skills, language, and readiness for employment
- Providing coaching needed to overcome barriers to employment before and after job placement
- Working with clients to set service goals, draft individual employment plans and providing training and orientation to US work culture for program participants
- Building and maintaining relationships with employers to find new job opportunities for clients
- Maintaining accurate records and updating databases according to Department of Human Services and Office of Refugee Resettlement contractual obligations.

2. PROGRAM STRATEGY AND DEVELOPMENT: EARN and Matching Grant (30%)

- Work with Director of Refugee Services to develop and strategize for both EARN and MG programming and opportunities for expansion and sustainable processes.
- Act as liaison with DHS and WR staff alongside of Director of Refugee Services
- Ensure both EARN and MG programs maintain accurate records and update databases according to Department of Human Services and ORR contractual obligations.
- Work closely with Matching Grant program to coordinate client services and employment opportunities
- Participate and engage in AM Supervisor team meetings and projects
- Develop and oversee employer partnerships
- Oversee and ensure program goals and outcomes are accomplished for both EARN and MG

3. STAFF OVERSIGHT AND DEVELOPMENT: EARN and Matching Grant (30%)

- Oversees case assignments for EARN and MG workers and manages workflow.
- Facilitate recruiting, hiring, onboarding and release processes for EARN and MG staff in collaboration with the Refugee Services Director and in accordance with Transform MN policies and procedures.
- Initiate 1:1 check-ins, training and support for new hires in line with AM's policies and practices.
- Provide and offer input on content to improve training and support methods EARN/MG staff
- Provide oversight for EARN/MG interns

Knowledge and Skills

Required:

- Demonstrated relationship with Jesus
- Bachelor's degree in related field and minimum of 2 years of leadership/supervision experience
- Minimum two years of experience working with refugees/immigrants
- Knowledge of U.S. employment systems and experience with employer communications
- Demonstrated ability to work independently, communicate professionally (verbal and written), take initiative, and build collaborative professional relationships with internal and external partners
- Detail oriented and organized
- Excellent oral and written English language communication skills/abilities
- Proficient use of Microsoft Outlook, Excel, database/contact management and related products
- Valid MN driver's license
- Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values and Code of Conduct

Preferred:

- Ability to speak a second, relevant language (Arabic, Pashto, Dari, Swahili, Spanish, Somali, Ukrainian, Russian)
- Familiarity with social service and employment environment in the Twin Cities metro area