

POSITION DESCRIPTION

- Position Title:** **Employment Counselor**
(An AmeriCorps Literacy Volunteers of Illinois VOCAL member)
- Reports To:** Director of Immigrant Family Services
- Status:** 40 hours per week for 1,700 hours from September 1, 2019 – August 2020
Some early morning/evening hours are occasionally necessary

Organization Overview:

World Relief, in partnership with the local church, envisions the most vulnerable people transformed economically, socially, and spiritually. World Relief Chicago assists with the resettlement of refugees by providing cultural adjustment and employment services, mental health counseling, English Language Training, legal services, and programs for children and youth. Since its establishment in 1980, World Relief Chicago has assisted in the resettlement of over 15,000 refugees. World Relief Chicago is located at 3507 W. Lawrence in Chicago's Albany Park Neighborhood.

Position Summary:

The Employment Counselor position provides critical services and counsel to refugees and immigrants as they adjust to their new life and setting in the United States. This position assists clients to become economically self-sufficient by orienting them to the US job market, preparing them to enter employment, and placing them in job openings. This position will also collaborate with clients on developing career pathway opportunities as well as maintain and expand an employer network.

All applicants will need to apply to VOCAL AmeriCorps to become a member AFTER they have interviewed and been offered this position by World Relief Chicago. The VOCAL AmeriCorps website is www.lvillinois.org. AmeriCorps provides a stipend per year of \$13,992, deferment of most college loans, monthly training, and an education award of \$6,095 which can be used for past, current or future tuition and related costs. Some members may also qualify for free medical benefits and a food allowance. Additionally, World Relief Chicago provides a monthly Ventra (public transportation) pass to the member for the entire year or the equivalent amount towards gasoline as well as a \$150 per month stipend.

Responsibilities and Duties:

- Counsel clients throughout the employment process including direct assistance with resumes, applications, interviews, job offer paperwork, and ongoing mediation with employers.
- Research employment sectors for job opportunities for clients as well as vocational training opportunities.
- Make and track referrals provided for vocational opportunities and monitor client's progress towards achieving their career pathway goals including follow-up and further support as needed.
- Develop contacts and relationships with new employers to increase interest in hiring WRC clients as well as maintain and strengthen existing employer relationships.

- Provide employment orientation to new arrivals and develop Comprehensive Service Plan for employable refugees.
- Meet one-on-one with clients as needed, informing them about job prospects, following up on job leads, and providing individual support during the job search process.
- Arrange job trips for refugees with potential employers.
- Achieve quarterly and annual employment objectives prescribed by state and federal grants and standards.
- Maintain accurate case files and case notes for program participants.
- Work collaboratively with other members of the Family Services Department to creatively address barriers to self-sufficiency.
- Coordinate with churches and volunteers serving refugee clients seeking employment.
- Attend department and office-wide meetings.
- Other responsibilities as assigned.

Knowledge, Skills and Abilities:

- Detail-oriented, organized, and able to follow through on projects and assignments
- Demonstrated ability to multi-task, problem solve, and exercise critical thinking skills
- Demonstrated ability to work sensitively and effectively in a cross-cultural setting
- Demonstrated ability to remain flexible and work in a fast-paced environment
- Excellent communication skills with people of varying English levels
- Excellent interpersonal and relational skills
- Willingness to advocate on behalf of clients with employers
- Strong mediation and problem-solving skills
- Self-motivated and able to handle a variety of projects simultaneously;
- Ability to work well under pressure and in cross-departmental teams;
- Previous coaching experience and/or job counseling;
- Understanding of the US employment market, particularly of Chicago

Requirements:

- Respect World Relief's Mission, Vision and Values
- Proficient in Microsoft Office applications
- Able to work a flexible schedule including occasional early mornings, nights, or weekends
- Spanish fluency is strongly preferred
- Fluency in an additional language such as French, Arabic, Swahili, Lingala, Farsi, Dari, Pashto, Assyrian, or Rohingya is preferred
- Valid Driver's License and good driving record is essential
- Commitment to meeting all of the requirements of the AmeriCorps VOCAL program
- Ability to commit to the full term of service as stated above.

Application Process

World Relief Chicago is now accepting applications for this position. To apply, please submit a resume and cover letter to Peter Zigterman, Director of Immigrant Family Services, at pzigterman@wr.org. Please include the following in the subject line: "**Application for AmeriCorps Employment Counselor.**" *No phone calls please.*