

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
REFUGEE SPECIALIST 1

DEFINITION

Performs employment services, educational development, outreach, and social services for the Iowa Bureau of Refugee Services involving job placement and promotion, educational and social services, outreach work, and support services to refugees; performs related duties as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Performs in-depth interviews with refugees to assess their English proficiency, skills, educational and experience backgrounds, and career desires in order to refer qualified workers to available job openings or to make arrangements for further assessment or training.

Coordinates job placement services with employers and job interviewers at the Iowa Workforce Development Department to place refugees in jobs and to upgrade those who are underemployed.

Refers refugees to support service agencies such as Workforce Development and Human Services.

Refers refugees to support service agencies such as Human Services, Department of Public Health, and Vocational Rehabilitation for assistance with physical disabilities and mental health problems.

Refers refugees to educational service agencies such as Department of Education, Area Community Colleges, and state and private colleges and universities as needed.

Refers refugees to any other resource entity to meet any problems they may encounter; examples being Legal Aid, Red Cross, Immigration and Naturalization Service, United Way, and Extension Service.

Accompanies refugees as needed to job interviews, doctor and dentist appointments, social service local offices, vocational rehabilitation offices, schools and colleges, Legal Aid, and Red Cross, in order to insure proper communication between all individuals involved.

COMPETENCIES REQUIRED

Knowledge of referral agencies such as Workforce Development and Human Services, and programs available to refugees.

Knowledge of state and federal laws relating to refugee resettlement programs, such as Human Service regulations for granting cash assistance.

Knowledge of the social and economic conditions of the refugee and American cultures as they affect employability.

Knowledge of a variety of occupational careers and knowledges, abilities, skills and personal characteristics required to do the jobs.

Ability to interact with refugee groups, employers, employees, and support agencies to establish and maintain effective working relationships.

Ability to interpret state and federal refugee program rules and regulations to refugees, employers, and service agencies.

Ability to record a variety of information and prepare job placement reports.

Ability to communicate with refugees by speaking, reading and writing their native language fluently.

Ability to speak, read and write English and a second language as required.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Experience equal to three years of full-time public contact work involving counseling, interviewing, referral, job development, and/or job placement, or related public contact work obtaining, analyzing and/or evaluating data;

OR

substitution of thirty semester hours of coursework at an accredited college or university for one year of the required experience to a maximum substitution of two years;

OR

employees with current continuous experience in the state executive branch that includes the equivalent of two years of specific public contact work at the Iowa Bureau of Refugee Services involving counseling, interviewing, job referral and/or placement shall be considered as qualified.

NOTE:

Individuals appointed to this class will be on call 24 hours per day.

Effective Date: 02/08 CP