

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
REFUGEE SPECIALIST 2

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**DEFINITION**

Under general supervision, serves as a specialist in a designated area of service (i.e., immigration counseling, job development or sponsor recruitment) on behalf of legally admitted refugees or their sponsors; performs related work 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**

Interacts with refugees, sponsors, employers, churches, civic groups, state and local officials and other interested parties to facilitate various aspects of the assimilation of refugees into American society.

Counsels and provides immigration information and services to refugees in order to effect family reunification or adjust the immigration status of individuals.

Locates, contacts and persuades employers to develop and provide jobs for refugees; may provide employers with after-hire services as appropriate.

Recruits and promotes the sponsorship of refugees from various community organizations (including churches and civic groups) and interested individuals; persuades potential sponsors to commit to sponsorship.

Develops plans to enhance current services available to refugees or their sponsors.

Identifies potential resources which may be utilized to improve refugee services.

Counsels refugees to assist in the resolution of problems relating to education and/or training, family reunification, health care, cultural adjustment, and other related problems.

Develops informational materials outlining services available to refugees.

Maintains records and prepares reports of services provided as required by the state and federal government.

**COMPETENCIES REQUIRED**

Knowledge of federal, state, and local services available to refugees in Iowa.

Knowledge of the social, employment, educational, and health care needs of the refugee community.

Knowledge of referral agencies such as Job Service and Human Services, and program services they offer to refugees.

Knowledge of the similarities and differences between the refugee and American cultures as related to employment, health care, education, and social needs.

Knowledge of various religious denominations including their organizational structure and local affiliates.

Ability to interpret state and federal refugee program rules and regulations to refugees, sponsors, service agencies, and the general public.

Ability to maintain accurate records.

Ability to prepare a variety of reports relating to services provided to refugees.

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. Makes an effort to follow policy and cooperate 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**

Three years of work experience related to immigration counseling or casework, job development, employment counseling, public relations, volunteer recruitment (including refugee sponsor recruitment) or serving as a refugee sponsor;

OR

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

OR

employees with current continuous experience in the state executive branch that includes the equivalent of eighteen months of full-time work as a Refugee Specialist 1.

### **NOTE:**

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

Effective Date:    3/03    CP