POSITION: Workforce Specialist – Spanish Language

WAGE: $15 - $16 per hour

LOCATION: IRCO Main Office - 10301 NE Glisan St. Portland, OR 97220

APPLY AT: www.irco.org

STATUS: Hourly/On-Call without Benefits

PROGRAM(S): Refugee Employment Services (RES)

OPENING DATE: June 9, 2020

CLOSING DATE: Open until filled

REQUIREMENTS: Bilingual English & Spanish Required

GENERAL POSITION SUMMARY:
This position is responsible for helping newly arrived refugees and refugees under 60 months in the United States obtain employment and primarily be working with Cuban Paroles and other Spanish speakers through Refugee program. The Workforce Specialist will assist job seekers to obtain employment and/or career development services to achieve long-term self-sufficiency.

ESSENTIAL FUNCTIONS:
Conducts initial intake to determine participant’s eligibility, assessing participant's needs and collecting information to create an Individual Employment Plan.

- Refers participant to English Assessment, Transit Training, Childcare Training and Pre-Employment English Training
- Develops Employment Plan to determine what skills the client has and what issues need to be addressed before the participant can be work-ready and employed
- Communicates with participant (by phone/by email/in person) on a regular basis to assure that the participant is working towards employment and that all employment issues are being addressed.
- Makes sure that the participant is aware of non-cooperation issues and fully understands their rights and responsibilities
- Monitors participant’s mandatory participation in program activities to maintain program eligibility
- Communicates with outside service providers to coordinate services for the participant.
- Conducts job marketing and job searches for participants
- Consult with employers regarding hiring concerns; develop strategies to retain clients in jobs
- Train and orient newly hired clients on behalf of the employer and provide on-site training specific to employer’s general policies and procedures, benefits, safety policies, and other areas that will assist in the retention of a client
• Informs and communicate regularly with DHS caseworkers, resettlement agencies’ case managers and other agencies on participant’s activities, progress, challenges and job placements

SECONDARY FUNCTIONS:
• Ability to function in a positive manner in a demanding work environment, to demonstrate a high degree of flexibility, to respond to priorities and schedules that change frequently.
• Ability to meet multiple, sometimes conflicting deadlines
• Strong analytical and decision-making abilities
• Ability to deal with distressed and/or demanding clients and employees in an effective manner
• Ability to work in a fast-paced environment and make good judgments as it pertains to clients
• Ability to maintain a high level of confidentiality
• Strong skills in intercultural, interpersonal and organizational communication
• Ability to communicate in a positive manner verbally, in writing, and by phone
• Ability to communicate with a variety of personality types and levels of the organization as well as with persons outside of the organization
• Ability to listen for understanding and assist in problem solving
• Ability to prepare clear, accurate and concise reports
• Be punctual, good attendance, and be able to work flexible hours to meet the availability of clients
• Ability to use basic office equipment, telephone, copy machine, fax machine, and computer
• Ability to sit, stand, walk, drive, talk on the phone and/or use computer for a long period of time
• Participate in staff meetings, trainings, committees, and volunteer activities to support IRCO’s goals

JOB SPECIFIC QUALIFICATIONS:
• Bachelor’s Degree or equivalent experience
• Experience with pre-employment activities and job search development preferred
• Knowledge and/or experience of vocational and/or placement counseling for our target populations
• Knowledge of the local job market and concerns of employers
• Experience, knowledge and ability to work with immigrants and refugees from various cultural and religious and social status backgrounds with limited English
• Bilingual English and Spanish
• Possess a valid driver’s license and verification of current auto-insurance and have full use of automobile during work hours
KNOWLEDGE:
Education: Bachelor's Degree (4)
Experience: 1-2 years of experience is required (3)
Licensure, Certification: NA
Additional Language Required:
Computers: All positions at IRCO require use of a computer and experience working with Microsoft Products including but not limited to Microsoft 365, Excel, Word, Outlook and PowerPoint.

SKILLS:
Communication:
Regular communication inside and outside the organization to exchange ideas and gather information (5)
Creativity:
Processes and procedures are well defined (1)

EFFORT:
Mental:
Duties are mostly comprised of routine and repeated tasks (1)
Physical:
Position requires little physical effort such as lifting, carrying, or constant movement, but does allow for movement needed to complete work tasks (1)

RESPONSIBILITY:
Impact and Influence:
Positions at this level have little to no need or ability to analyze problem or concepts or make decisions on the information. This role has little or no impact and influence on organization operations, programs, expense or budgetary outcomes (1)
Work Independence:
Positions at this level work under close supervision, usually function from a clear set of operating processes or procedures, and have work closely reviewed. Little to no judgment and decision-making is required. (1)
Planning:
Positions at this level have little to no planning responsibility beyond the need to schedule own work and determine impediments to own work schedule. (1)
Supervision:
Positions at this level are not responsible for any supervisory functions or responsibilities, but may occasionally be asked to orient and/or train new employees or volunteers. (1)

WORKING CONDITIONS:
Environment:
This level has a work environment that is well protected, with virtually no hazards or
obstacles. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and very comfortable. (1)

**Schedule:**
The work schedule is stable and does not fluctuate. (1)

**HOW TO APPLY:**
Applications are accessible on the IRCO website, [www.irco.org](http://www.irco.org). Attach resume and cover letter to IRCO application form. This position requires the completion of an IRCO application. Materials submitted without a completed application are considered incomplete and will not be considered. Due to the high volume of applications received, we will not be able to contact each applicant or return calls regarding the status of your application.

**ABOUT IRCO:**
The Immigrant and Refugee Community Organization (IRCO) is a non-profit organization established in 1976 to serve immigrants, refugees, and the broader community in Portland, Oregon. Our mission is to promote the integration of refugees, immigrants, and the community at large into a self-sufficient, healthy, and inclusive multiethnic society. Find out more at [www.irco.org](http://www.irco.org).

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