



# INTERNATIONAL INSTITUTE *of Minnesota*

**Job Title:** R&P Case Aide and Matching Grant Employment Counselor

Department: Refugee Services

Reports To: Director of Refugee Services

FLSA Status: Exempt

Salary or Salary Range: \$43,000

Prepared Date: August 30, 2021

## **Organization Description**

The International Institute of Minnesota (IIMN) is a fast-paced, innovative organization with talented staff who are mission driven and support one another in their work. Since 1974 IIMN has resettled 25,000 refugees in the Twin Cities and remains one of the largest sponsors of refugees statewide. Its immigration and citizenship services helped nearly 15,000 New Americans achieve U.S. citizenship since 2001. From 2012 to 2018, IIMN experienced exponential growth, establishing the organization as an expert in education and workforce development for immigrant and refugee communities. With more than 21 million refugees worldwide waiting to begin new lives, and an increasing workforce shortage in Minnesota, IIMN's programs continue to be in demand and important abroad and in Minnesota.

## **Position Purpose:**

The Case Aide/Employment Counselor will work with refugee families during their first 90 days in Minnesota by assisting the Reception and Placement (R&P) case manager and the rest of the Refugee Services team. This includes greeting arrivals at the airport, providing transportation to necessary appointments at the social security office, health clinics, county offices, schools, and employment services. The goal of the R&P program is for each refugee client to be on the path to self-sufficiency after their first 90 days in the United States.

The Case Aide/Employment Counselor will also work with clients in the Matching Grant program to provide employment services for refugees, asylees, and other eligible immigrants. Participants receive job counseling to find permanent employment in the Minneapolis-St. Paul area. This program is an accelerated employment program for highly motivated clients that offer a cash grant for four months as an incentive for becoming employed and avoiding public assistance.

**Position Duties and Responsibilities:**

## Pre-Arrival Assurance Planning

- Prepare case files.
- Contact the U.S. Ties to complete Orientation Guides.
- Communicate with USCRI (national resettlement agency) regarding assured cases.

## Resettlement

- Help orient clients to life in the United States.
- Transport clients to appointments for public assistance, social security office, school enrollment, etc.
- Meet refugee families at the airport and transport them to their new homes.
- Document tasks in case notes in an organized and timely manner.
- Assist case managers with completing necessary paperwork for each case and maintaining accurate and organized files.
- Purchase and assign technology and material goods as necessary.
- Make referrals to other services and programs including EFW/ESL, Employment and PC.
- Complete Quality Assurances of case files regularly throughout the R&P period.
- Interpret for clients when necessary.

## Employment Counselor

- Work with employable adults to attain employment goals, address barriers to employment, and identify and make use of appropriate community resources.
- Maintain detailed records of services provided.
- Provide a wide variety of intensive orientation to the U.S. work culture, support, and referral and advocacy services to clients with a focus on helping clients achieve self-sufficiency.
- Teach weekly job club.
- Ensure that clients can arrive at work independently and on time.
- Network with employers to create job opportunities for refugee clients.
- Plan and coordinate bi-monthly Institute employment team meetings.
- Plan and co-organize annual RES job fair.
- Train and mentor newly hired employment staff.
- Other duties as assigned.

**Position Requirements (experience and qualification):**

- Undergraduate degree preferred but equivalent experience will be considered.
- Driver's license, insurance and car and willingness to use car to transport clients job-related appointments.
- Ability to fluently speak Amharic, Swahili or Tigrinya preferred.
- Knowledge of the Twin Cities' job market, hiring trends, and application procedures.
- Experience working with immigrants preferred.
- Excellent written and oral communication skills.
- Highly organized and able to handle multiple projects simultaneously.
- Skilled in problem solving and able to independently address issues as they arise.

- Contacts in the human resources field helpful.
- Commitment to the human rights and general welfare of refugees, and immigrants.
- Should have excellent attention to detail.
- Experience with Microsoft Office applications.

**To apply:** Submit cover letter and resume to Kate Raleigh via email ([kraleigh@iimn.org](mailto:kraleigh@iimn.org)).  
Position open until filled. No phone calls or walk-ins please.