



INTERNATIONAL INSTITUTE  
*of Minnesota*

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**Job Title: Employment Navigator**

**Department: Languages Department & Hospitality Career Pathway**

**Reports To: Hospitality Program Manager**

**FLSA Status: .8 FTE (30 hours per week)**

**Salary Range: \$34,400 – 36,000 plus benefits (this is pay for 30 hours per week)**

**Estimated start date: 7/1/2022**

**Organization Description:**

The International Institute of Minnesota (IIM) is a fast-paced, innovative organization with talented staff who are mission driven and support one another in their work. Since 1974 IIM 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, IIM 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, IIM's programs continue to be in demand and important abroad and in Minnesota.

**Purpose:**

The Languages Department at IIM provides free English Language learning to students from pre-literate to advanced. Class offerings include four levels of core English classes, supplemental English skills classes, Citizenship classes, and Community Orientation Workshops. In order to assist students entering the workforce, the Languages Department is collaborating with the Hospitality Career pathway. The Hospitality Career Pathway was developed to help newly arrived immigrants and refugees overcome obstacles related to finding entry level employment that will start students on a career pathway. The **Employment Navigator** will provide coaching and case management for graduates of the job training programs as well as participants in the Job Club classes. Job training courses include, housekeeping, dietary aide, POS (cashiering), Serve Safe Certification and retail customer service. Job Club classes include resume writing, interviewing, worker's rights, goal setting, job search and others.

**Duties and Responsibilities:**

- **Employment Casework (60% of time)**
  - Provide case management to program graduates and participants to secure long-term employment or additional educational opportunities.
    - Connect graduates and participants to additional pathway programs
    - Hold regular employment appointments with program graduates and participants to address student goals, barriers and supports.
    - Conduct job searches
    - Review and create cover letters and résumés
    - Conduct follow-up calls with graduates who are placed in employment to track job retention, satisfaction and performance.

- Transport graduates and participants to apply for jobs, job interviews or as needed
- Refer graduates and participants to additional training and education within and without IIM
- Refer graduates and participants to other social services needed to secure employment
  
- **Employer Relations (20% of time)**
  - Maintain positive employer relationships
  - Advocate for student needs with employer
  - Be aware of current employment opportunities with employment partners
  - Arrange and conduct mock interviews for Job Club classes.
  - Communicate to Hosp. EN & Manager any difficulties that arise between employer partners and students.
  - Attend and facilitate regular employment meetings with other employment staff at IIMN.
  - Assist in planning and organizing annual Job Fair
  
- **Classroom (10% of time)**
  - Assist the work-readiness instructor with classes related to interviewing, resume writing, job search, etc.
  - Arrange and conduct mock job interviews with colleagues and employer partners for students seeking employment.
  
- **Program support (10% of time)**
  - Attend IIM All-staff meetings, Employment staff meeting, Education Professional Development meetings and program weekly team meetings.
  - Assist Program Manager with training and overseeing interns and volunteers with job search related work.
  - Enter data and case notes in program database. (CRM)
  - Other duties as assigned.

### **Requirements:**

- Demonstrated commitment to the International Institute of Minnesota's mission and vision.
- Undergraduate degree preferred but equivalent experience will be considered.
- Ability to speak a second language (Somali, French, Karen, Arabic, Swahili or Amharic) preferred.
- Knowledge of the Twin Cities' job market, hiring trends, and application procedures
- Driver's license, adequate insurance and car.
- Willingness to use car to transport clients to job interviews, orientations, and other needed appointments.
- Experience working with immigrants preferred.
- Strong 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
- Teaching experience, preferred
- Be fully vaccinated from COVID-19.

### **Physical Demands:**

- Use of manual dexterity, tactile, visual, and audio acuity.

- Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands.

**EEO Statement:**

International Institute of MN is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

**To Apply:**

Submit cover letter and resume to Lynn Thompson via email [lthompson@iimn.org](mailto:lthompson@iimn.org). Position opened until filled. No phone calls or walk-ins please.

Revised: Drop down: Select date of revision or delete this and 'revised:' if none.