



Refugee Support Services Specialist

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501(c)(3), ethnic community based organization, dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come. The Refugee Support Services Specialist will report to the Associate Manager of Refugee Support Services. The Refugee Support Services Specialist will help refugees obtain the resources and life skills to become self-sufficient and achieve sustained social and economic well-being. **This a full time, 40+ hour per week position.**

Major Responsibilities:

- Responsible for maintaining a caseload of clients seeking employment
- Responsible for developing and maintaining relationships with employers
- Responsible for designing and coordinating clients' job preparedness
- Assisting clients in the job search process, including applications
- Providing transportation as needed for interviews and orientation
- Maintaining effective communication with other social service providers outside of NICE as it pertains to clients
- Provide referrals to other departments as needed
- Ensuring good working relationships and clear communication with clients and employers, as well as maintaining NICE's network of stakeholders
- Providing individual assessments for clients and follow-up services during eligibility period
- Provide training for clients as needed, such as bus training and resume building
- Maintaining clients' files, both digital and physical
- Maintain confidentiality with clients
- Additional duties as assigned

Successful Candidates will demonstrate:

- Ability to work with a diverse team
- Ability to plan, prioritize, manage, and complete tasks on a deadline
- Ability to remain flexible and responsive to evolving program needs
- Strong interpersonal and verbal communication skills
- High levels of motivation, self-reliance, and independence
- Attention to detail



Requirements:

- Excellent written and oral English proficiency
- Advanced computer and typing skills
- Demonstrated knowledge of databases and data systems, especially federal and state
- Knowledge of current TANF, social service, employment/labor, and welfare issues and trends preferred but not required
- Candidates that can speak any of the following: Swahili, Kinyarwanda, Arabic, Dari, Spanish, Burmese, or Nepali are preferred but not required
- Reliable transportation

Experience:

- Must hold a Bachelor's Degree
- Minimum 2-3 years of experience in non-profit settings

Job Type: Full-Time

Salary Range: \$38,000-\$39,000

Benefits: Paid holidays, vacation and PTO, health care reimbursement and 401k

To Apply:

Send cover letter and resume to careers@empowernashville.org. Qualified candidates will be contacted for an interview. No calls or emails. Applications without requested information will not be considered.

Nashville International Center for Empowerment does not and shall not discriminate on the basis of race, ethnicity, color, religion (creed), gender, gender identity/expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors and vendors.

APPLICATIONS WILL BE ACCEPTED UNTIL THE POSITION IS FILLED