



JOB ANNOUNCEMENT

Position Title: Job Coach, Onboarding & Training Specialist, WIN Program
Reports to: Employer Engagement Coordinator
Status: Full-time
Location: Wausau, Wisconsin

ABOUT ECDC MCC AND REFUGEE RESETTLEMENT

ECDC Multicultural Community Center (MCC-WI) is a local branch office of the Ethiopian Community Development Council Inc. (ECDC). ECDC is one of ten national resettlement agencies authorized by the Department of State to resettle refugees. The mission of ECDC and its local offices is to empower refugees and immigrants to lead a life of dignity and to become integrated, self-sufficient members of American society.

JOB SUMMARY

The WIN Program Job Coach will be responsible for job-skill training/coaching to help newly arrived refugees acquire and maintain independent employment. The job coach develops individualized onboarding and training plans for newly hired refugees and other eligible immigrants, coordinates delivery of workplace-oriented English Language Learning through weekly tutoring sessions. The successful candidate will work closely with employers to implement strategies to support refugee employment during their first 120 days of employment.

Key Responsibilities

Working under the direction of the Employer Engagement Coordinator, the Job Coach will

- Provide remote and on-site assistance to employer partners and employee program participants at all stages of the hiring process (pre-hire, onboarding, orientation and training)
- Develop and maintain employer relationships to foster continuing opportunities for workplace-based training, apprenticeships, and internships for WIN program participants
- Work with program participants to build individual employment and self-sufficiency goals into training plans
- Develop training curricula and job placement service plans in accordance with any formalized partnerships between MCC-WI and employers
- Assist with coordination and delivery of workplace-oriented English language tutoring, tailoring sessions to the individual's employment
- Develop and maintain relationships with employers to ensure ongoing support for refugee employment
- Coordinate with community-based organizations and other stakeholders to provide additional support to refugees that improves job access (i.e. transportation) or related benefits (i.e. work clothing, footwear, etc.)
- Work with employers to develop strategies to address barriers to employment such as the unique linguistic and cultural needs of refugees
- Document and track participant progress as it relates to program delivery timelines and established goals
- Facilitate case closure and exit surveys for employee participants, documenting outcomes and feedback in the case file
- Ensure compliance with all relevant laws and regulations
- Attend stakeholder meetings and work with community partners to learn about resources for refugees and make referrals when needed



- Use personal, insured vehicles and/or public transportation where available to travel and transport clients and materials as needed throughout the service delivery area including Wausau and Stevens Point and, on occasion, other remote placement locations
- Coordinate with volunteers to meet various client needs
- Complete other duties as assigned.

Education, Experience, Knowledge, Skills and Abilities

- High school graduate or equivalent; further education a plus
- At least two (2) years of work experience beyond high school
- Excellent communication and interpersonal skills
- Strong organizational and project management skills
- Ability to work independently and collaboratively
- Knowledge of ELL and cultural accommodations in the workplace are a plus
- Strong written communication skills, ability to write reports and clear case notes
- Detail-oriented, extensive documentation skills, organized and able to work in a multitasked environment
- Cross-cultural sensitivity and knowledge with the ability and desire to work with people of other cultures
- Commitment to the mission, vision and values of ECDC
- A valid driver's license and access to own transportation
- Required computer skills: Word, Excel, Google Drive suite, Outlook, Virtual meeting platforms (Zoom, MS Teams, etc.)
- Must pass background check and possess a clean DMV record
- Additional languages used by refugee program beneficiaries is a plus

Physical Demands/Environmental Factors: Moderate physical activity, which includes standing, sitting, walking and lifting items (up to 50lbs). Ability to see within normal parameters. Ability to hear within normal parameters. Ability to maintain emotional control under stress. Work is primarily indoors in a climate-controlled building.

Benefits: ECDC offers an excellent benefits package including health, dental, life, and disability insurance, paid holidays and vacations, as well as a generous retirement plan.

To Apply: Please submit a cover letter, a résumé, and professional references to Eric Yonke, Ethiopian Community Development Council, Inc. via email at eyonke@ecdcus.org

ECDC is an Equal Opportunity Employer.