

**Nationalities Service Center**

**Job Developer**

Nationalities Service Center (NSC) is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 100 countries.

**Position Overview**

The Job Developer will identify employment sectors and prospective employers for a large caseload of newly arrived refugees and newly granted asylees. She/he will create and deliver a successful marketing plan that will result in expanding NSC’s employer base. She/he will place program participants in jobs and support placements with retention activities, while working jointly with Job Developer. She/he will comply with all funders and NSC requirements and submit all required documentation and reports in a correctly and timely manner.

The Job Developer position has internal contacts with the entire NSC staff and external contact with clients, employers, representatives of other social services agencies, and the community. This position has access to sensitive NSC and client information and is expected to handle such information with integrity and professionalism. This position is expected to represent NSC in a professional manner.

The Job Developer position will report directly to the Senior Manager of Economic Empowerment and participate in department activities as necessary.

## **Essential Functions**

* Interview clients to determine education level and work history, then refer appropriate clients to employers based upon matching skills and abilities to the specific employment opportunity.
* Coordinate career counseling, skill training, job-readiness training, resume building, interviewing techniques and job retention strategies.
* Assist clients in identifying employment goals, developing leadership skills and planning career upgrades through apprenticeships, internships and in –demand employment opportunities.
* Identify and partner with employers by networking to strengthen job development program and to actively promote career opportunities.
* Schedule and/or coordinate client interviews with prospective employers; provide transportation to interviews, assist clients in completing applications for employment.
* Establish ongoing relationships with employers by serving as a liaison between employers and clients to resolve concerns such as cultural differences, language, and related work experience.
* Identify barriers to employment as well as solutions to those barriers
* Maintain and update database of clients, reports and analysis for funders.
* Collaborate with employment staff and resettlement team to promote the delivery of effective and comprehensive client services.
* Supervise and direct the work of assigned Interns.

**Non-Essential Functions**

1. Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.
2. Adheres to NSC’s confidentiality guidelines and ensures the appropriate handling of sensitive information.
3. Facilitates and attends relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
5. Other duties as assigned within the scope of position expectations.

**Knowledge, Skills, and Abilities**

* Basic understanding of NSC’s mission, vision, values, programs and services and business plan.
* Knowledge of employment related resources in the area.
* Knowledge of job development practices and concepts for both the employer and the employee.
* Ability to effectively communicate and interact with a population of diverse and multi-cultural individuals and groups on a regular basis.
* Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
* Ability to effectively use standard office equipment.
* Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
* Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
* Strong written and verbal communication skills and effectively communicate with individuals and groups.
* Knowledge of basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client’s pursuit of goals.
* Ability to effectively understand and assess a client’s need, perceptions, issues, and concerns and make sound decisions, referrals, and recommendation in the best interest of that client.
* Ability to effectively conduct one on one advocacy and/or educational presentations.
* Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team’s work.
* Adheres to all NSC and departmental policies and procedures.
* Attends all NSC in-services as required.

**Experience, Education, and Licensure**

**Minimum Experience**: Demonstrated local success as job developer in a challenging economic climate. Successful candidate will have a strong network of viable prospective employers.

**Minimum Education:** BA degree from an accredited college or university in a related field of study. MA degree in a related field of study is preferred.

**Licensure:** Valid Driver’s License

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to employer and community locations.
3. Position may require traveling with client to certain employer locations.
4. Position may require occasional trips to attend conferences seminars, and meetings.
5. Certain visits or work related appointments will be scheduled outside of traditional work hours as necessary.

**Hours:** Monday – Friday, 40 hours per week, flexibility needed

**Salary:** commensurate with experience as well as a generous, comprehensive benefit package.

**How to Apply**

Please email detailed letter of interest and résumé to jobs@nscphila.org. Application deadline is June 25, 2019. Please no phone calls.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.