



Rahma Community Service



Job Opportunity!!!

Rahma Refugee Services Coordinator

Rahma Community Services is a social service initiative of Islamic Center of Greater Cincinnati (ICGC).

Rahma provides support services in the following areas:

- Family Sustainability
- Health & Care Support
- Counseling & Domestic Violence
- Social Support.

We are looking for a Refugee Services Coordinator, responsible for providing direct & indirect support services to refugee families in the Greater Cincinnati area. The primary role of this position is to provide assessment, planning, linkage, coordination, monitoring, evaluation & advocacy to the refugee families, mentor families and relevant case staff and volunteers. . This is a part time (25 hrs./week) contractual position with salary commensurate with experience & education.

Additional responsibilities include but not limited to:

- Assessment of client needs through a uniform intake process. Management of all client information for data reporting purposes as needed. This includes gathering information about new families arriving in town, arrange welcoming visit and provide a support plan until the family is assigned a mentor family.
- Development of protocol & procedures that identify a clear understanding of what services can be delivered through internal vs. external resources as well as staff vs. volunteer base.
- Connect and delegate responsibilities to support teams for basic needs & social support while collaborating with Rahma Program & Case Manager for employment / education, childcare referrals and government benefit needs.
- Identify & connect with resources that provide long term sustainability in terms of transportation and housing.
- Manage a team of Mentor Families assigned to each case in terms of their responsibilities, deliverables and timelines.
- Develop and maintain a direct working relationship with external professionals and community agencies, such as Catholic Charities/Welcoming America/Refugee connects etc. that provide services and/or resources for refugees in the Greater Cincinnati area.
- Plan & conduct events & programs such as Community Information Sessions, Refugee Luncheons, etc. throughout the year as needed.



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Minimum Qualifications:

- Bachelor degree in Social Work (or Related degrees preferred Behavioral Sciences, Community Development, Education, Health Science, Human Development, Human Sciences, Human Services, Public Administration, Psychology, Social Policy or Sociology)
- At least 1 year of experience in the related field(s).
- Bi-Lingual – Must speak English & Arabic fluently.

Skills:

- Proficiency in MS Access / Office.
- Organized / Excellent documentation skills.
- Excellent written and verbal communication skills.
- Ability to work independently with strong sense of focus & boundaries.
- Respect for confidentiality involving both clients and fellow employees.
- Culturally sensitive & appropriate with the ability to empathize & connect quickly.
- Ability to work in various settings with culturally-diverse families and communities.

Expected Hours of Work:

Flexibility is required as some staff and client meetings may get scheduled on weekends and/or week nights. This position also requires home visits to the new families located in the different part of Cincinnati.

Travel:

Local commute to client homes will be required initially as well as to pertinent programs & events for networking, collaboration and training & development.

Other Duties:

Please note this job description is not designed to cover an exhaustive / comprehensive list of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice but will remain within the overall scope of this position.

If interested in applying for this position, please email resume to Samira Jaweed Rahma Program Manager at ppm@rahmaicgc.org