



Position Available

Office for New Americans (ONA) Job Coach

Title: Office for New Americans (ONA) Job Coach

Department: Center for New Americans

Reports To: Director of Resettlement Services

Category: Full-Time/Non-Exempt – Grade 1

Salary Range: (\$46,000 to \$48,000 per year)

Agency Mission

InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.

Agency Vision Statement

InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region's people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.

Overview to the Program Area

InterFaith Works' Center for New Americans (CNA) has been in operation for over 40 years, resettling newly arriving refugees from areas of the world where war, conflict, and political repression have forced mass relocation of people from their homelands. Refugees are annually certified by the United Nations, and accepted by the U.S. government, then settled in communities across the country, Syracuse being one of these. CNA provides support for the first 90 days and meets the refugee(s)/family at the airport, secures and furnishes an affordable apartment, provides immediate spending cash, food, cultural orientation, and assists the refugee(s)/family to enroll in school to learn English, get connected to medical services, and prepare for securing employment. Additional services beyond the 90 days are provided for refugees for a variety of needs such as citizenship, intensive employment support, community integration, medical and mental health case management, and family wellness.

Position Summary

The Office for New Americans (ONA) Job Coach's duties will include recruiting and serving skilled immigrants seeking jobs and/or training that best fits their professional backgrounds or expertise. In coordination with the other InterFaith Works program staff and the other ONA Job Coaches across New York State, the Job Coach will participate in recruiting, screening, job placement, and providing ongoing direct support to immigrant job candidates participating in the *NYS Professional Pathways for Highly Skilled Immigrants* program. The Job Coach will identify and assist with the workforce training needs of immigrants in collaboration with and support from the *Professional Pathways* Lead Agency, Upwardly Global. The Job Coach will network with local employers to target specific industries and ensure that the *NYS Professional Pathways*

for *Highly Skilled Immigrants* program is directly meeting the needs of regional employers in Central New York including Onondaga, Cayuga, Cortland, Madison and Oswego Counties.

Qualifications

1. A bachelor's degree in human services or related fields or 3-5 years of relevant work experience.
2. Demonstrated previous experience working with immigrant/refugee populations.
3. Understanding of the needs of immigrants in Central New York.
4. Experience with employer outreach, recruitment, and job placements.
5. Knowledge of Central New York and its economy, including services provided through non-for-profit organizations and other entities with a particular focus on workforce development and work training programs and employers.
6. Experience in case management and employment assistance.
7. Excellent oral and written communication skills, familiarity with Central New York region and employers, and experience working in cross-cultural contexts.
8. History of developing effective collaborative relationships with workforce development partners, employers, not-for-profit organizations and other entities.
9. Experience coaching and mentoring immigrant clients.
10. Bilingual or multilingual capability beneficial, with preference for a current or projected refugee caseload languages (e.g., Spanish, Rohingya, Ukrainian, Burmese, Chin, Dari, French, Karenni, Karen, Kinyarwanda, Nepali, Pashtu, Somali, and Swahili).
11. Valid New York State driver's license and reliable transportation required.
12. Skilled in Microsoft Office Suite; including extensive work with spreadsheets and database creation and maintenance.
13. Working conditions and physical demands required: The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
 - a. Ability to travel regularly throughout the service delivery area (employer visits, interviews, service provider visits, etc.) at least 50% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposure to outside weather conditions.
 - b. Remain in a stationary position at a workstation and use a computer approximately 50% of the time.
 - c. Ability to frequently sit for long periods attending meetings and trainings.
 - d. Available to flex working hours including weekends and evening work, as needed.

Essential Functions

Recruitment & Screening

1. Recruit qualified highly skilled immigrants from Onondaga, Cayuga, Cortland, Madison and Oswego Counties into the *Professional Pathways* program
2. Meet the program goal of accepting a minimum of 50 qualified candidates during the contract year (12 months).
3. Screen each immigrant candidate who is recruited to ensure eligibility.
4. Review documentation of prior education and experience abroad, assess English language skills, and verify work authorization.

Employment Skill Building & Training

1. Assess clients' functional skills and develop plans for employment based on a realistic picture of the current job market and clients' intentions and interests.
2. Develop and deliver employment-related training.
3. Prepare clients for employment through the development of resumes, interview preparation, and the development of job readiness skills
4. Provide individual job coaching, specialized training support, and re-certification plans for skilled workers that need specialized help to renewal of credentials.

5. Assist clients in addressing barriers that interfere with obtaining or retaining employment such as transportation, childcare, or medical needs.
6. Link clients to community resources that assist the client in obtaining or retaining employment, including job training programs.
7. Coordinate with the *NYS Professional Pathways Lead Agency (Upwardly Global)* for additional training opportunities.

Job Placement

1. Identify potential job placements and career advancement opportunities in non-entry level jobs for clients
2. Work with clients individually to develop career goals.
3. Attend job fairs with clients.
4. Accompany or transport trainees to job interviews.
5. Follow up with employers to answer questions and assess outcomes of interviews.
6. Monitor and support the employment placements of clients, including mediating between the employer and client to mitigate issues and facilitate retention of employee during first weeks and months on the job.

Case Management

1. Develop and follow case management plans developed in coordination with the client.
2. Document all actions taken, maintain detailed case records, and update relevant databases and other records as required.

Employer Outreach

1. Identify and develop employment prospects for clients through local employers.
2. Continually work to increase the number of employers hiring refugees and immigrants.
3. Conduct outreach presentations for local employers to explain the benefits of hiring immigrants.
4. Identify vacancies and work with employment partners to develop client training geared towards these opportunities.
5. Develop and maintain a database of prospective employers.
6. Cultivate relationships with local organizations to support with training, apprenticeship, and accreditation programs.
7. In collaboration with employers, design and present professional language and cultural competence training.

Reporting & Data Tracking

1. Prepare timely required reports for various funding sources including the Office for New Americans.
2. Maintain strict confidentiality standards for the storage of client information.
3. Manage database of client records alongside individual client files.
4. Report on a quarterly basis to the Office for New Americans and participate in quarterly program monitoring visits and calls.
5. Prepare reports and presentations for Lead Agency, Upwardly Global, as requested.

Community & Public Relations

1. Develop and maintain relationships with local business, government offices, and non-profit partners.
2. Collaborate with the ONA Lead Agency and with other ONA Job Coaches serving other regions in New York State.
3. Participate in appropriate community organizations and coalitions that further the work of supporting New Americans.
4. Strengthen relationships with other regional organizations that assist refugees.
5. Professionally represent the agency in all internal and external meetings.
6. Work with and manage agency volunteers and interns.

Agency Support Functions

1. Attend in-house trainings and informational conferences, as requested.
2. Work collegially with other IFW staff, interns, and volunteers.
3. Participate as a team member in staff meetings, case planning meetings, and all staff activities.
4. Serve on internal committees to promote general agency concerns.
5. Participate in all-agency activities such as the ILAD, Building Bridges Festival, etc.
6. Other duties as assigned.

Working conditions and physical demands required:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job:

1. Must have personal vehicle for regular travel throughout the service area (Onondaga County), must be able to travel when called upon using personal, reliable transportation, traversing streets, ascending/descending stairs. Exposure to outside weather conditions is possible.
2. Working some nights and weekends required.
3. Must be able to remain in a stationary position at a workstation and use a computer for intermediate periods of time.
4. Must be able to sit for extended periods attending meetings and training sessions.

To Apply: Please send cover letter, writing sample, and resume to Rick Lee rlee@ifwcnny.org

Date Created: March 2022 (updated November 2025)