

Center for New Americans Job Description

Position Title: ONA Central New York Community Navigator
Department: Center for New Americans
Reports To: Associate Director of Health & Integration Services
Decision-Making Responsibility: Medium-High
Hours: Full-time, non-exempt position, which may include nights and weekends
Date Created: March 2017 (Updated 4/2021)



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.”

Center for New Americans Description

InterFaith Works’ Center for New Americans (CNA) has been in operation since 1995, resettling newly arriving refugees from areas of the world where war, conflict, and political repression have forced mass relocation of people across the borders of their homeland. CNA provides mandated support to refugees for the first 90-days, including meeting the refugee family at the airport, securing and furnishing an affordable apartment, providing cultural orientation, providing case management and assisting the family to enroll in school to learn English, to become connected to medical services, to enroll in English classes and to prepare for and secure employment. Additional post-resettlement programs include Matching Grant, intensive case management, mental health and wellness, immigration, English as a Second Language, employment support, extended cultural orientation, and successful community integration.

Position Summary:

Low-income New American communities in New York State often lack reliable information regarding workforce development opportunities and other opportunities open to all New Yorkers to fully participate in our State’s civic and economic life. Meanwhile, the complex relationship between immigrants and government has further left newcomers at a deficit for reliable, trusted information. Taken together, this has left New York State’s New American population ignored for career pathways, vulnerable to financial frauds and at an access deficit for possible ladders of opportunities. Dedicated outreach and community welcoming efforts are needed to help low-income immigrants gain access to the same opportunities available to all others in the State and country. To address this need, the New York State Office for New Americans (ONA) is seeking local leadership to coordinate and conduct outreach to low-income immigrant communities, and to create a grassroots Community Navigator program to help low-income New Americans across Onondaga, Cayuga, and Oswego Counties.

Qualifications:

- Bachelor's Degree and at least 2 years of experience working in a human service agency, program development capacity, and/or working with low-income refugee or immigrant communities.
- Strong organizational skills with a track record of producing multiple deliverables in a timely manner.
- Demonstrated experience working with low-income communities with an understanding of the needs of low-income immigrants in the proposed region (Onondaga, Cayuga, and Oswego).
- Knowledge of the region and its economy, and the services provided to low-income immigrants through community-based organizations and other entities.
- A history of developing effective collaborative relationships with community-based organizations, government agencies and officials, and other entities, etc.
- Bilingual in English and in one or more of the top languages spoken by limited English proficient low-income immigrants in our region is preferred (e.g., Arabic, French, Ukrainian, Kinyarwanda, Swahili, and others).
- Comprehensive knowledge of local resources and employers with entry level positions, and experience in case management and employment assistance, preferably with refugee/immigrant populations.
- Excellent oral and written communication skills, familiarity with Syracuse area and employers, and experience working in cross-cultural context.
- Knowledge of office management systems and procedures and proficiency in MS Suite.
- Excellent time management skills and ability to multi-task and prioritize work; attention to detail and problem-solving skills; and strong organizational and planning skills.
- Ability to work collegially with other staff, interns, volunteers and outside community members.
- Candidate should have a valid NY driver's license and is required to have own transportation.
- 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.
 - Ability to travel regularly throughout the service delivery area (home visits, agency visits, service provider visits, events, etc.) at least 50% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
 - Remain in a stationary position at a work station and use a computer approximately 40% of the time.
 - Ability to frequently sit for long periods attending meetings/trainings.
 - Ability to lift up to 30 lbs.

Essential Functions:

Establish and Lead Immigration Integration Round Table

- Select and use appropriate Welcoming America Guides to guide project philosophy and direction.
- Recruit representatives from private sector, local governments, CBOs, immigrant and refugee groups, farmers, farm workers, ONA Opportunity Center.
- Establish meeting schedules, agendas, support leadership of Round Table, and provide follow-up on actions.

Develop Events to Meet the Needs of the Immigrant Community

- Survey the local communities to identify the needs, concerns, and issues affecting low-income immigrants throughout specified region.
- Work with the ONA Opportunity Center and other partners in the service area and develop and implement Employment/Workforce Development Workshops, Community Conversations, Impact Days, Navigator Trainings, and Roundtables.
- Create a strategic plan to recruit a significant number of community volunteers who will help low-income immigrants learn about existing services.
- Create up to four (4) local tours for relevant stakeholders, as requested.
- Provide local tours and site visits of immigrant service providers in the region (e.g., Walking tour of local immigrant-owned businesses); organize logistics of the visits, along with specific points of interest.
- Coordinate and support ONA Press Office with advertising and other media related efforts.
- Conduct Community Conversations about welcoming immigrants, including outreach for these events; utilize IFW's Center for Dialogue staff and volunteer facilitators.
- Using the NYS Council on the Humanities or other ONA-approved guides, implement events which connect immigrants to their receiving community and raise awareness about the historic and current positive impact immigrants have on the state's civic and economic life.
- Conduct comprehensive outreach for all ONA-approved events.

Reporting & Protocols

- Prepare timely required reports for funding sources.
- Attend monthly Navigator meetings with NYS Office of New Americans.
- Maintain strict confidentiality of client information.
- Work as a team member with other program staff, board, volunteers, and other community stakeholders.
- Submit Event Request Forms and Event Justification Forms to the Office for New Americans at least 30 days in advance for pre-approval.
- Maintain electronic and physical files on all events inclusive of all records and supporting documentation outlined by ONA.
- Write and submit one ONA Event-Planning worksheet prior to the beginning of each month within the contract year.

Community and Public Relations

- Develop and maintain relationships with business, government, and non-profit partners.
- Participate in appropriate community organizations and coalitions that further the work of the program.
- Work collegially with other organizations that assist refugees and immigrants.

Special Projects and other duties as assigned

To apply: Please send cover letter and resume to Melissa Morral at mmorral@ifwcny.org.