



refugee development center

Position Description

Digital Literacy and Learning Coordinator

Overview: The Refugee Digital Literacy and Learning (DLL) Coordinator will oversee the DLL program to ensure refugee families receive support as they transition into the American workforce and American school system. The goal of the program is two-fold: to provide a bridge to a broader array of career preparation services; and to lead to self-sufficiency through improved English language acquisition, trainings, skill development, social integration, job placement, job retention, and job upgrades.

HOURS: Full time; nights and weekends will be included in regular schedule

TIMELINE: Applications will be accepted until the position is filled

PAY: Based on experience and certifications (\$41,600-\$47,840 annual salary)

BENEFITS: RDC offers fully paid health, dental, vision, retirement and generous PTO.

Responsibilities and Duties

- Manage all Digital Literacy Learning (DLL) Programming and local coordination of services including active recruitment and retention of clients.
- Manage a team of DLL case managers to ensure all eligible families are receiving services as intended.
- Ensure all DLL program clients are participating in English acquisition, digital literacy trainings, Engen, and NorthStar (as appropriate), and are achieving projected outcomes with appropriate assessments.
- Work with local service providers on complementary DLL services and programs.
- Work with the local Michigan Works on testing and cross-referrals for clients enrolling in the DLL program.
- Identify eligible families' needs for devices and internet service and respond to needs.
- Manage computer giveaway program at RDC for eligible DLL families.
- Manage EnGen enrollment, contracts, and trainings for eligible DLL families.
- Complete a Refugee Family Self-Sufficiency Plan (RFSSP) and Individual Employment Plan (IEP) within 30 days of receiving the referral in collaboration with client.
- Follow up with the family at regular, scheduled intervals, bi weekly or monthly, post-enrollment in the program.
- Make any referrals following program enrollment to additional services as necessary.

- Maintain appropriate case records and procedures to document the delivery of services to clients.
- Lead DLL team meetings and attend regular meetings with OGM and other partners.
- Support RDC team members with technical needs.
- Maintain appropriate records and digital casefiles for all DLL clients.
- Prepare written reports and service delivery summaries (quarterly).
- Communicate effectively with RDC leadership and Office of Global Michigan DLL Program Coordinator to identify any major barriers and propose potential solutions.
- Other duties as assigned.

Qualifications:

- Bachelor's degree in a human service-related field or combination of education and experience working with multicultural populations, preferably with refugees.
- Program management and coordination experience
- Computer skills sufficient to perform essential functions
- Demonstrated cross cultural sensitivity
- Strong interpersonal skills, both written and verbal
- Knowledge of the U.S. public school system and state, community and agency resources
- Ability to work non-traditional hours including evenings and weekends.
- Preferred bilingual/multilingual and have experience in case management and preferably assisting with or teaching English as a Second Language.

Working Conditions:

Due to the nature of the position, final candidates will be required to allow RDC to conduct a series of background checks to determine whether the circumstances of any pending charges or past convictions would be substantially related to the job being filled. Additionally, all final candidates must have a valid driver's license, approved insurance coverage and reliable transportation.

To apply: Complete the Google Form [HERE](#) AND send resume & cover letter, complete with reference contact information, to Erika Brown-Binion, Executive Director at ebrown@rdclansing.org.

EEO Statement:

Refugee Development Center (RDC) believes we are better together and is an equal opportunity employer who truly values diversity at our organization. Therefore, RDC adamantly opposes any discrimination based on characteristics protected by federal, state, and local laws, (including the following: race, religion, skin-color, sex, national origin, gender identity or expression, sexual orientation, age, genetics, marital status, veteran status, or disability status) and enthusiastically encourages those of diverse backgrounds to apply.