



refugee development center

Position Description

Digital Literacy and Learning Specialist

Overview: The Refugee Digital Literacy and Learning (DLL) Specialist will support the DLL program to ensure refugee families receive assistance 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; some nights and weekends will be included in regular schedule

TIMELINE: Applications will be accepted until August 27, 2024

PAY: Based on experience and certifications (\$17.00-\$19.00/hr)

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

Responsibilities and Duties

- Provide intensive case management services to ensure all DLL program clients participate in English acquisition, digital literacy trainings, and achieving projected outcomes
- Work with local service providers on complementary DLL services and programs.
- Communicate effectively with RDC leadership and Office of Global Michigan DLL Program Coordinator to identify any major barriers and propose potential solutions
- Work with the local Michigan Works on testing and cross-referrals for clients enrolling in the DLL program
- Identify families' needs for devices and internet service
- Obtain or 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, 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

- Surveys (downloading and filing online); enter survey results in DLL Tracking ALL; Converts paper surveys into digital surveys. Add Survey results to individual folders
- Services shall be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background
- Weekly meetings with the RDC Team and regular meetings with OGM and other partners
- Teach Digital Literacy Courses as needed
- 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.
- 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 Application](#) and send resume & cover letter to Erika Brown-Binion, Executive Director at ebrown@rdclansing.org by August 27, 2024.

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.