



# 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; nights and weekends will be included in regular schedule

**TIMELINE:** Applications will be accepted until September 28, 2023.

**PAY:** Based on experience and certifications (\$35,360-\$39,520 annual salary)

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

### Responsibilities and Duties:

- **Empower Refugee Families:** Help refugee families enhance their English and digital skills, ensuring a smooth transition into the American workforce and school system.
- **Teach Computer and Digital Literacy:** Conduct classes to impart computer and digital literacy skills, helping clients adapt to the digital age.
- **Streamlined Referrals:** Collaborate with Michigan Works for efficient client testing and referrals.
- **Tech Needs Assessment:** Identify and fulfill the tech requirements of families, ensuring they have the necessary devices and internet access.
- **Craft Personalized Plans:** Develop individualized strategies with clients, guiding their journey towards self-sufficiency.
- **Regular Support:** Stay connected with families, offering consistent guidance and support.
- **Holistic Client Referral:** Direct clients to additional beneficial services when required.
- **Detailed Record Keeping:** Maintain comprehensive digital records of client progress and delivered services.
- **Feedback Management:** Manage surveys and digital tracking tools to convert feedback into actionable insights.
- **Respectful Service Delivery:** Offer services with empathy and understanding, recognizing the diverse cultural and linguistic backgrounds of refugees.
- **Team Collaboration:** Actively participate in weekly team meetings to stay aligned and
- 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.

**As a Condition of Employment** – this position requires a valid driver's license, current insurance and successful completion of a background investigation. The position also requires valid work authorization at the time of application.

**To apply:** Send resume & cover letter, complete with reference contact information, to Erika Brown-Binion, Executive Director at [ebrown@rdclansing.org](mailto:ebrown@rdclansing.org) by September 28, 2023.

**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.