

FIRST90

BUILDING A NEW LIFE

Refugee Reception and Placement Specialist

WHO WE ARE

First90 is a 501(c)(3) faith-based refugee resettlement agency and an Affiliate Partner of [World Relief](#). World Relief is a global Christian humanitarian organization whose mission is to boldly engage the world's greatest crises in partnership with the church. As an Affiliate Partner, First90 will resettle newly arriving refugees in Jacksonville through World Relief and help them to begin a new life in the community.

First90 is also the sister organization to [Beyond90](#), a humanitarian nonprofit that bridges the gap to self-sufficiency by providing ongoing support services after the initial resettlement case closes at 90 days. The two organizations together provide a seamless transition and continuum of care so refugees can rebuild new lives in our community.

POSITION SUMMARY

This position has responsibility for providing case management primarily to newly arriving refugee and immigrant families, including providing initial resettlement services, ongoing cultural adjustment support, orientations, referrals, and mediation services. The Reception and Placement Specialist will work closely with community organizations, churches, volunteers, landlords, and service providers to promote successful community integration.

ESSENTIAL FUNCTIONS

Direct Client Services

- Coordinate services, staff, volunteers, and vehicles to pick up new refugee families upon arrival at the airport
- Receive new refugee arrivals at the airport and assist their adjustment to their new home
- Ensure provision of timely and appropriate services to newly arriving refugee families during their first 90 days post-arrival in accordance with program guidelines. Service provision includes:
 - Secure and prepare housing for refugee clients prior to their arrival in the U.S.
 - Provide initial and on-going cultural orientations to as well as assist in creating an initial budget pre- and post-employment
 - Ensure that clients promptly receive health screenings, enroll in public aid benefits, receive necessary documentation, secure internet access, obtain clothing & household items, and are enrolled in English classes for adults and that children are enrolled in the local school system
 - Conduct home visits and assessments with refugee families
 - Conduct additional screenings and follow-up evaluations for cases with minors traveling alone
 - Conduct comprehensive assessment with each refugee, develop individual service plans, and facilitate connections to appropriate services
 - Ensure continued provision of appropriate services to immigrant families following their initial resettlement
 - Provide education/orientation to clients around paying housing and utility bills and connect clients to financial resources when appropriate
 - Provide mediation services between refugees and outside entities (i.e., neighbors, landlords, volunteers, service providers, etc.)
 - Provide transportation for refugee clients to/from core appointments as needed
 - Advocate on behalf of refugee families when necessary

Administrative Responsibilities

- Maintain timely and accurate client files, case notes, and reporting records
- Manage details and arrangements necessary for newly arrived refugee cases to ensure proper resettlement
- Request checks from the finance department and ensure clients receive funds in a timely manner
- Actively participate in department meetings, staff development opportunities, program trainings, community activities, and organizational events
- Provide supervision and accountability for department interns
- Collaborate with volunteers and volunteer services staff to support the work of volunteers engaging with clients to meet the goals of the client's service plan
- Other duties as assigned

KNOWLEDGE, SKILLS & ABILITIES

- Highly self-motivated with strong follow-through and ability to work independently
- Adaptable and comfortable working in a fast-paced environment
- Strong organizational skills and ability to maintain detailed, accurate records
- Strong mediation and problem-solving skills
- Cross-cultural experience and/or knowledge of the refugee/immigrant experience
- Direct-service experience with vulnerable populations preferred
- Excellent communication skills with people of varying English levels
- **Bilingual preferred but not required (Arabic, Swahili, Dari, Farsi, Pashto, Ukrainian, Burmese or Tigrinya)**
- Understanding of social service provision in NE Florida
- Comfortable working in a team environment

REQUIREMENTS

- Mature and personal Christian faith
- Committed to the mission, vision, and values of the First90
- Desire to serve and empower the Church to impact vulnerable communities
- Bachelor's degree (MSW or BSW preferred) or one year experience working in an office environment similar to social services
- MS Office skills required
- A heart for service to vulnerable people
- Valid driver's license, and ability/willingness to drive 15-passenger van required
- Ability to work a flexible schedule including occasional early mornings, evenings, and/or weekends as needed

To apply, email a cover letter and resume to careers@first90.org.

For First90 staff, strong commitment to the mission, vision, and values of First90 is essential, and Christian faith is a prerequisite for employment, based upon United States federal guidelines provided in Title VII of the Civil Rights Act of 1964.

Legal Background in the United States

First90 is both an equal opportunity employer and a faith-based religious organization. First90 strictly prohibits and does not tolerate unlawful discrimination against employees on the basis of person's race, color, sex, national origin, age, disability, genetic information, or any other characteristic protected under applicable federal, state, or local law, which does not conflict with the protections afforded First90 as a faith-based employer.

In addition, physical or mental limitations will not be a factor in the application of First90's employment policies or employee practices, except for those situations in which occupational requirements make consideration of such factors necessary.

Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. 2000e 1(a)) First90 has the right to, and does, hire only candidates who agree with First90's Statement of Faith.