

W-2 Refugee Programs Liaison

Wilson-Fish TANF Coordination Program (WFTC) Wisconsin Works (W-2) Contracted Agencies

Position Summary

The W-2 Refugee Programs Liaison (hereafter referred to as “RPL”) provides services to eligible refugees through ongoing case management. This position is responsible for adapting and facilitating access to employment and training services and support for individuals receiving W-2 cash assistance, and other public assistance through W-2 in order to promote self-sufficiency and integration.

Under the direct supervision of the Refugee Supervisor at the W-2 agency and the guidance of the W-2 Refugee Programs Coordinator, the RPL is responsible for managing a caseload of refugee participants and assisting those refugees with accessing various private and public benefits.

The RPL works directly with W-2 agency Financial and Employment Planners (FEPs) who serve refugee W-2 participants to assist in such activities as determining initial and ongoing eligibility; establishing and maintaining Family Self-Sufficiency Plans (FSSP) and Employability Plans (EP); assigning appropriate employment, training, and education activities; determining and providing needed support services; and teaming up with Employment/Career Services and Education Units to facilitate movement into stable employment, and/or, working with formal assessment providers and legal advocates to guide participants through the SSI/SSDI application process.

JOB DUTIES

- 1) Collaborate with the W-2 Refugee Programs Coordinator, the State Refugee Coordinator, and the staff of the Wisconsin Department of Children and Families’ Refugee Programs Section in the full implementation of all WFTC-funded activities.
- 2) Ensure the “National Culturally and Linguistically Appropriate Services (CLAS) Standards” are implemented and met during all services to referred refugees.
- 3) Partner with W-2 agency FEPs to conduct initial eligibility assessments, intake appointments, and needs assessments for each member of the refugee family.
- 4) Collaborate with W-2 agency FEPs and external partner agencies to complete the initial “Transition to Success” enhanced FSSP and EP for all refugees served, and to make all required updates to the FSSP and EP during each refugee’s ongoing enrollment.

- 5) Ensure that all service and case management planning activities, including the development and implementation of the FSSP or other plans developed through other ORR-funded programming are properly documented.
- 6) Refer eligible refugees to the WFTC, programs such as FoodShare Employment and Training (FSET), the Workforce Innovation and Opportunity Act (WIOA), local employers, literacy agencies, technical colleges, and other entities, as appropriate.
- 7) Identify and maintain relationships with multiple external partner agencies that may provide benefits or services to refugees, especially in the areas of employment, English language proficiency, and digital literacy.
- 8) Facilitate and attend assigned meetings with W-2 agencies, refugee resettlement agencies, and other programs' case managers (FSET, WIOA, technical college, literacy council).
- 9) Partner with the W-2 FEP, W-2 Employment/Career Consultant, and case managers of external partners to assist refugees with completing all required activities and follow individual progress through their FSSP and EP throughout the duration of their enrollment.
- 10) Design and deliver customized services to refugees enrolled in WFTC. Such services include but are not limited to:
 - a. Organize tours and an introduction to all services provided at the local Wisconsin Job Center and aligned childcare center for all refugee participants.
 - b. Provide client-centered case management that is customized and responsive to the individual needs of each refugee enrolled in the WFTC project.
 - c. Identify individual and systemic barriers to participation in external partners' programs and provide customized assistance in both individual and group settings that helps refugees to participate fully in external partners' programs.
 - d. Ensure the delivery of remote and/or on-site job skills trainings in coordination with W-2 agency FEPs, refugee resettlement agencies, local employers, and other external partners. Job skills trainings must be delivered either partially or wholly in a language spoken by the refugee participants and must include, but should not be limited to, such topics as the importance of resume development, transferrable skills, and the development of a personal employment history.
 - e. Ensure the delivery, where possible, of on-the-job English language instruction for refugee participants in partnership with local literacy agencies or the technical college system, and in coordination with the W-2 agency FEPs and refugee resettlement agencies.

- f. Partner with W-2 FEPs and external partners to coordinate the cultural adaptation, translation into refugee languages, and delivery of existing audio-visual employment services, digital literacy materials, and other informative materials provided by programs to which refugees are referred.
- 11) Interact appropriately and diplomatically with participants, responding to/returning phone calls timely, immediately addressing/authorizing support service needs (e.g. child care, transportation), and motivating participants and holding them accountable for assigned activities, as they move toward employment and self-sufficiency.
- 12) Enter and update necessary participant eligibility or other information required by policy, procedure, or contract into systems.
- 13) Document all case activities and customer interactions in the appropriate physical or digital documentation system(s) as required by the contract and related policy.
- 14) Track, and verify performance outcomes in relation to assigned agency goals and contract requirements.
- 15) Respond timely to information requests from the W-2 Refugee Programs Coordinator, the State Refugee Coordinator, the Bureau of Refugee Programs, W-2 agency staff, refugee resettlement agencies, and external partner agencies.
- 16) Complete and submit timely all required reports per the instruction of the W-2 Refugee Programs Coordinator, the State Refugee Coordinator, the Bureau of Refugee Programs and participate in monthly meetings with the W-2 Refugee Programs Coordinator.
- 17) Work with the W-2 Refugee Programs Coordinator to facilitate focus group discussions centered on participant experiences in the WFTC project and assist as needed with other data collection needs.

QUALIFICATIONS:

- 1) Minimum of a High School Diploma (or equivalent) supplemented by two years of post-secondary education, in a relevant field.

Note: Additional years of work experience in a relevant field can be substituted for one year of education.

- 2) Minimum two years of work experience in one or a combination of the following: case management; human/social services-related customer service, counseling, or workforce development.

Note: Additional years of post-secondary education in a relevant field can be substituted for one year of experience.

- 3) Must have documented experience or strong familiarity with the programs and services provided by a variety of local public and private benefits and services agencies including but not limited to FoodShare Employment and Training (FSET), the Workforce Innovation and Opportunity Act (WIOA), private employers, literacy agencies, technical colleges, and other entities, as appropriate.
- 4) Must possess strong written and oral communication skills and the ability to meet project performance goals.
- 5) Professional ability to aid participants in making and carrying out vocational/educational objectives and ability to navigate complex service delivery systems.
- 6) Ability to work in a demanding, fast-paced environment and respond to customer needs with respect and diplomacy.
- 7) Ability to recognize barriers to activity participation and/or employment, such as AODA, domestic abuse, physical and mental health issues.
- 8) Experience in maintaining and utilizing participant's confidential information to assist them in accessing necessary services to address barriers.
- 9) Ability to conduct individual sessions in motivation, employment techniques, education, vocational counseling and basic budgeting and personal finance.
- 10) Bilingual in English and at least one language spoken by refugees in Wisconsin preferred.
- 11) Demonstrated working knowledge of and experience using computer programs such as Microsoft Office Suite, including Word, Excel, Outlook, etc., and experience with database systems; ability to enter data quickly with a high level of accuracy into electronic data systems within required timeframes.
- 12) Must have a car, valid driver's license and adequate car insurance and be able to travel, make home visits, and work irregular hours.