

Job Announcement

THE ORGANIZATION: Opening Doors is a nonprofit organization that helps underserved Sacramento area residents to achieve self-sufficiency and increased assets by accessing opportunities to mainstream economic, legal and social systems. The organization assists clients through refugee resettlement and cultural orientation; case management for foreign-national survivors of human trafficking; low-cost immigration legal services; increased knowledge and skills in personal financial management; and business training, counselling and microloans. Additionally Opening Doors provides administration and leadership of the Sacramento Area Rescue and Restore Coalition to combat human trafficking.

The organization has undergone a period of growth and infrastructure development during the past five years, and is well poised for future continued growth and expanded impact. With an operating budget of about \$2.5 million, Opening Doors has a staff of 30+ part- and fulltime staff from diverse parts of the world.

Position Title: Cultural Orientation Coordinator
Report To: Refugee Resettlement Program Manager
Classification: Non - Exempt, Full Time
Date Needed in Position: Immediately

SUMMARY: To develop, manage, and teach Opening Doors cultural orientation programs and monitor progress and compliance with the Bureau of Population, Migration, and Refugees (PRM) and Church World Services (CWS) standards to ensure provision of timely and effective cultural orientation services to refugees and migrants.

Education and/or Experience: Bachelor's degree (B.A.) from four-year College or university; or three years related experience working with refugees, immigrants or limited English speaker and understanding of adult learning principles and instructional design; or equivalent combination of education and experience.

Language Skills: fluency in written and spoken Arabic, Farsi, Dari, and Pashto is preferred.

Key Responsibilities:

The essential duties and responsibilities of this position include the following. Other duties may be assigned in the sole discretion of the Organization:

- Maintains a current knowledge of USRAP processing and Sacramento region resettlement.
- Ensures compliance with the terms of the PRM and CWS Cooperative Agreement, PRM Program Announcements, cultural orientations (CO) objectives and Indicators, the guidance of the Refugee Coordinator, and policies and procedures of Opening Doors.
- Oversees the development, implementation, and revision of all CO curriculum, as well as the development of other related materials such as training materials, handouts and posters.
- Develops, designs and implements standard operating procedures for the CO class.
- Oversees cultural orientation circuit ride scheduling, taking into consideration refugee transportation, coordination of volunteers to ensure transportations of participating refugee to the CO class.
- Support the identification and recruitment of community volunteer presenters for curriculum topics that enhance community support for resettlement services as well as provide long-term connections for clients.
- Makes recommendations for improvements allows for more cost-effective program implementation and more effective procedures for training refugees.
- Oversees the management, training and coordination of Interpreters
- Oversees the development and use of monitoring and evaluation tools that strengthen the efficiency and quality of the CO program.

- Maintains effective relations with local Resettlement Agencies (RA) and other community partners, such as school district, law enforcement agencies, department of human assistance and local governance.
- Represents Opening Doors with visitors and in presentations to community partners regarding the cultural orientation program.
- Contributes to the development of the cultural orientation budget, taking into consideration projected refugee participants, and monitors expenses to ensure budget compliance.
- Serves as a liaison with community partner as needed.
- Performs other duties as assigned to enhance the efficiency and quality of the CO program.

Requirement/Competencies:

To perform the duties of this position successfully, an individual must demonstrate the following competencies:

- Adapt to changes in the work environment; change approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events. Required to work a flexible schedule to facilitate program services that may include nights and weekends.
- Be consistently at work and on time; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time.
- Must have basic computer abilities including Microsoft Office (Word, Excel and Outlook) and a willingness to learn other programs maintained by the agency.
- Manage difficult or emotional client situations; respond promptly to client needs; respond to requests for service and assistance; meet commitments.
- Show respect and sensitivity for cultural differences. Ability to provide culturally-sensitive counseling and case management.
- Focus on solving conflict, not blaming; maintain confidentiality; keep emotions under control; remain open to others' ideas and try new things.
- Follow policies and procedures; complete administrative tasks correctly and on time; support organization's goals and values.
- Prioritize and plan work activities; use time efficiently.
- Identify and resolve problems in a timely manner; gather, develop alternative solutions; work well in group problem solving situations.
- Approach others in a tactful manner; treat others with respect and consideration regardless of their status or position; maintain healthy communication and proper boundaries, becoming neither under- nor over-involved in clients' personal matters. Use professional judgment when interacting with client in social setting.
- Contribute to building a positive team spirit.
- Written/Verbal Communication: ability to read, analyze, and interpret general instruction, technical procedures, or governmental regulations. Ability to write simple correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public.

HOW TO APPLY:

Interested candidates should email a resume and cover letter to: humanresources@openingdoorsinc.org. Include "RR Case Worker – [Your name]" in the subject line. **No phone calls please.**

Opening Doors provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. In addition to federal law requirements, Opening Doors complies with applicable state and local laws governing nondiscrimination laws.