



Position Announcement
Resettlement Program Assistant (1 FTE)

Job Title: Resettlement Program Assistant

Reports To: Reception and Placement Supervisor

Status: Full time

Location: Madison, WI

Job Summary:

JSS is looking for someone to provide full-time help with our Refugee Resettlement Program. The Program Assistant will work directly with vulnerable, often non-English speaking populations, and requires kindness, patience, discretion, and attention to detail.

Our Agency:

Jewish Social Services (JSS) is a 40-year-old organization, working to improve the lives of individuals and families of all religions and nationalities. Our programs help people manage mental health and physical health; we care for and connect seniors to needed services and programs; we provide emergency financial help to rebuild self-sufficiency; and we welcome and help resettle and provide legal assistance to refugees from around the world. Our offices are located on the west side of Madison.

Essential Responsibilities:

- Support Case Managers in working directly with refugees. Some activities may include teaching about the local community, the social security administration, and public transportation
- Help refugees adjust to new systems such as US schools, employment, legal system, and other areas of American culture.
- Assist resettlement staff with essential communications, outreach to clients
- Assist clients with paperwork, bills, benefits, and so on.
- Go with clients to appointments, and make sure they receive needed services.
- Assist with a variety of other client-related tasks as needed.
- Help refugees settle into their new homes, troubleshoot any issues, documenting services as required;
- Help refugees become self-sufficient. For example; help refugees learn to recognize, understand, and pay their bills.
- Case noting and collecting documents for required services.
- Assist with office administration tasks
- This position will perform other duties as assigned by the Resettlement Director.
- Must be able to work with populations of all ages and backgrounds

Essential Qualifications:

- High School Diploma or GED. Equivalent experience will be considered.
- Enthusiasm, persistence, and positive energy; compassion and patience.
- Understanding of, and respect for, client confidentiality.
- Comfort using public transportation. Safe driving record, current WI driver's license, and access to vehicle; able and willing to transport clients when necessary.
- Outstanding attention to detail, excellent organizational and time management skills.
- Basic computer skills, including typing in English. A willingness to learn to use Outlook Calendar, Excel and multiple client databases.
- This position requires occasional weekend or evening work.

Not required, but a plus:

- Knowledge of the refugee communities served.
- Language skills: Pashto, Dari, Swahili, Arabic, Ukrainian, Spanish or French
- Previous experience with Outlook Calendar, Excel and/or other databases.

Compensation and Benefits:

Compensation is \$37,000-\$42,000 depending on experience. This is a 40 hour/week position. We offer medical, dental, long-term disability, short-term disability, life insurance, flex spending, 403(b) with 5% agency contribution (after 1 year), vacation and sick days, secular, Jewish and floating holidays:

Interested individuals should send a **cover letter and resume** to Jewish Social Services at HR@jssmadison.org. Please include "Resettlement Program Assistant" in the subject line.

Jewish Social Services is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

If you need assistance or accommodation due to a disability, you may contact us at office@jssmadison.org or you may call us at (608) 442-4081.