



JOB DESCRIPTION: Driver

Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb aspires to be a trusted and engaged member of a thriving refugee community, continually advancing the quality of life together with its members. Della Lamb is a National Mission Institution in a covenant relationship with the United Women in Faith and an agency member of the United Way of Greater Kansas City. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

Della Lamb is one of two refugee resettlement agencies in Kansas City, MO. Refugee Services are characterized by an “Arrive and Thrive” mentality, seeking to overcome short-term and long-term challenges in the resettlement and community integration process. We aim to provide best-in-class hospitality, services, and cultural education, using a strengths-based case management approach to understand and develop client goals. We believe that a thriving refugee community is predicated on community engagement, inviting stakeholders from across Kansas City to actively participate in the resettlement process and the advancement of refugee communities.

As a valued member of Della Lamb’s new EMPOWER team focused on employment and employment retention, the EMPOWER Driver position is designed to respond to the varying logistic and transportation needs of refugee clients for to employment-related activities. The position will provide transportation services to clients throughout the hiring process, including pre-employment and post-employment support as our newest neighbors identify long-term transportation solutions. The Driver may provide transportation services to clients for activities including but not limited to English language learning, job interviews, job pre-screening examinations, appointments at the driver’s license bureau, and transportation support during the initial 90-days of employment. The EMPOWER Driver will work closely with the Workforce Development team to coordinate client schedules and ensure timeliness with pickups and drop-offs.

This position requires a commitment to teamwork, patience, adaptability, servant leadership, humility of spirit, a strong work ethic, and a commitment to learning and growth. This position reports to the Workforce Development Manager but will actively work with staff members across Refugee Services to understand how to better serve clients and create pathways for community members to assist in community resettlement and integration.

Core responsibilities include, but may not be limited to, the following:

- Provide transportation services to clients for employment and employment-related activities.
- Coordinate driving routes and schedule with clients and team members to maximize efforts to serve clients.
- Services the vehicles and ensure clients travel in a clean and safe vehicle.
- Aid the EMPOWER team members to ensure all logistical needs are met for the various EMPOWER Program enrollments.
- Guide clients through their initial 90 days of employment by providing timely pickup and drop-off to job sites.
- Ensure proper safety measures are followed, including car seats for young children and infants.

- Manage vehicle maintenance and cleaning, advise management of any upcoming service or repairs that will be needed to reduce the impact on clients and other staff members.
- Seek to help clients to overcome transportation challenges without relying upon Della Lamb transportation services.
- Strive to maximize customer satisfaction and hospitality as part of transportation services.
- Provide feedback to Refugee Services team to identify opportunities for volunteers and community sponsorship groups to assist with transportation services.
- Document transportation services provided to clients so that internal records can be updated.
- Embrace Della Lamb values of learning, integrity, gratitude, health, and togetherness.
- Perform other duties as assigned.

Professional Qualifications:

- Previous driving experience strongly preferred
- Valid driver's license and clean driving record
- Familiarity with GPS devices
- Ability to create and manage a transportation schedule and to identify the most efficient routes
- Polite and professional attitude
- Availability to work early morning and late evening shifts, depending upon client need
- Cultural intelligence and experience working with refugees and immigrants preferred
- Strong verbal and written communication skills, preferably multi-lingual
- Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers
- Demonstrated ability to work independently and effectively
- Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness
- Must be able to lift 50 lbs.