

JOB DESCRIPTION – Refugee Services Educator

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.

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.

The Refugee Services Educator will be an integral part of the Refugee Support Services team working closely with, and reporting to, the Refugee Support Services Manager. The RSS Educator’s primary purpose is to enhance client well-being. The RSS Educator will lead education programs for the purpose of increasing client self-sufficiency, understanding that self-sufficiency includes a broad range of areas including but not limited to economic self-sufficiency, family stability and community integration. The RSS Educator will also be the Lead educator for Della Lamb’s English Language Learning (“ELL”) program, working with clients to find solutions to English language instruction either at Della Lamb or through a range of community partners. 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. The successful candidate will play a crucial role in providing high-quality instruction to adult learners, promoting effective communication skills, and facilitating the integration of Refugees into our community.

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

- Develop and implement engaging ELL lessons tailored to the needs of adult learners.
- Foster a positive and inclusive learning environment that encourages active participation.
- Utilize various teaching methods to enhance students’ listening, speaking, reading and writing abilities.
- Encourage and guide students in practical applications of English for real-life communication scenarios.
- Design and conduct sessions to educate parents on the local educational system, community resources and cultural nuances.
- Provide support and resources to help parents navigate and adapt to the new environment.
- Develop training modules to instruct clients on using public transportation, emphasizing tools, safety, and independence.

- Collaborate with local transportation authorities to enhance understanding of bus routes, schedules, and procedures.
- Work closely with Della Lamb colleagues to understand and to respond to client strengths and needs.
- Develop and nurture community partnerships to increase scope of referrals.
- Perform various administrative tasks in compliance with program guidelines and Missouri standards, including but not limited to data entry, database updates, scheduling appointments, filing, and other case-related activities.
- Attend all required meetings and professional development trainings.
- Perform other duties as assigned.

Professional Qualifications:

- Bachelor's in education, English, or other applicable field.
- ESL teaching certification.
- Familiarity with adult education principles and best practices.
- Adept at client-centered, strengths-based case management approach.
- Cultural intelligence and experience working with refugees and immigrants.
- Outstanding organizational, leadership, and team-building skills.
- Strong verbal and written communication skills.
- Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers.
- Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.
- Bilingual capabilities preferred
- Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
- Proven ability to work under pressure with administrative deadlines and manage multiple priorities in a dynamic environment.