

### **JOB DESCRIPTION: Specialist – Transportation**

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.

As a valued member of Della Lamb’s new EMPOWER team, this position is focused on employment access and employment retention. The Transportation Specialist position is designed to respond to the varying logistical and transportation needs of refugee clients as part of their employment search and placement process, including pre-employment and post-employment activities. The Transportation Specialist will assist in identifying barriers to employment and assist both clients and employers in successfully addressing them. The Transportation Specialist will provide direct client services, engage with employer partners and other community stakeholders, and coordinate case management activities with Della Lamb colleagues.

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. As a new position at Della Lamb, this position will also require creativity with an entrepreneurial spirit. 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:

- Coordinate transportation for interviews and for the initial employment period.
- Coordinate driving routes and schedule with clients and team members to maximize efforts to serve clients.
- Coordinate participation in the driving simulation program.
- Aid the EMPOWER team members to ensure all logistical needs are met for the various Empower Program enrollments.
- Coordinate completion of driver’s education courses.
- Coordinate completion of driver’s tests with appropriate interpretation.
- Provide training on Public Transit options.
- Provide training on navigating cellular transportation apps.
- Ensure proper safety measures are followed, including car seats for young children and infants.

- Provide cultural orientation on driving and insurance regulations.
- Exude creativity while seeking to help clients to overcome transportation challenges without relying upon Della Lamb transportation services.
- Work with employers to supplement efforts to overcome logistical challenges for prospective employees.
- 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:***

- 10+ years of work experience, with experience in transportation management, case management, and/or community engagement strongly preferred.
- Previous driving experience required.
- Valid driver's license and clean driving record.
- Experience teaching in a multi-cultural context preferred.
- Self-starter, eager to deploy a strengths-based case management approach to addressing client issues and to responding to client goals.
- A hands-on teacher, willing to engage with clients, employer partners, and other community stakeholders to overcome logistical challenges.
- Strong problem-solving skills, seeking to proactively identify and resolve client-specific transportation challenges and education opportunities.
- 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.
- Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
- Self-motivated and able to work independently.
- Ability to create processes with passion and ambition.
- Must be able to lift 50 lbs.