

Workforce Development 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 Methodist Women 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, readiness, and retention. The Workforce Development Educator position is designed to respond to the varying job readiness and logistical needs of refugee clients as part of their employment search and placement process, including pre-employment and post-employment activities. The Workforce Development Educator will provide direct client services 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:

- Lead job readiness classes, including content on pre-employment and post-employment activities.
- Coordinate and oversee participation in the driving simulation program.
- Provide bus training, including training directly to clients and training volunteers to assist in bus training.
- Coordinate interpretation for classes as necessary.
- 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 public transit options including navigating cellular transportation apps.
- Provide cultural orientation on driving and insurance regulations.

- Provide feedback to Refugee Services team to identify opportunities for volunteers and community sponsorship groups to assist with transportation services.
- Document program enrollment and participation 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:

- 5+ years of work experience, with experience in transportation management, case management, and/or community engagement 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.
- Bilingual in Swahili, Dari, Pashto or Spanish preferred
- Self-motivated and able to work independently.
- Ability to create processes with passion and ambition.
- Must be able to lift 50 lbs.

Job Type: Full-time

Pay: \$45,000.00 - \$55,000.00 per year

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

Work setting:

- In-person

Ability to Commute:

- Kansas City, MO 64106 (Required)

Ability to Relocate:

- Kansas City, MO 64106: Relocate before starting work (Required)