

**Position:** Career Coach Assistant Intern  
**Program/Department:** Refugee Services  
**Schedule:** Flexible; within 9am-5pm, Mon-Fri schedule



SKILLS . JOBS . CAREERS

JVS is a non-profit, non-sectarian agency. Our mission is to empower diverse communities to find employment and build careers; and to partner with employers to hire, develop and retain productive workforces.

JVS provides a broad range of services including adult education, skills training, job readiness training, job placement and support, and access to post-secondary education. JVS assists employers in their search for well-qualified job applicants and their initiatives to upgrade the skills of their incumbent workforce.

**Program/Department Overview:**

JVS's Refugee Services has provided direct employment services to local refugee populations for over 40 years. These services are offered to refugees, political asylees, Cuban and Haitian entrants, certified victims of human trafficking, and other work-authorized immigrants. Services include job search assistance, resume and interview preparation, cultural orientation, pre-employment vocational English language classes, job placement and follow-up, and post-employment support. Over 80% of our participants are hired per year and our 90% job retention rate is higher than similar job placement agencies in Boston. To achieve these outcomes, JVS partners with over 1,400 employers in hospitality, retail, agriculture, education, health care, sales, manufacturing, and business; and supports participants in finding and maintaining gainful employment that can lead to successful careers.

**Responsibilities:**

Assist newly arrived immigrants and refugees with finding gainful employment, work closely with team of Employment Specialists to support case management, job preparation and administrative tasks toward this goal, including:

- Provide refugees with job-related English language training, mock interviews, job application completion, resume development, job search techniques, basic computer training, and financial literacy. Most of the client work will be one-to-one.
- May include travel outside to office to locations by public transit if agreed upon to accompany clients on job interviews and related appointments.
- Teach clients how to use public transportation and locate other necessary resources.
- Conduct job searches tailored to clients' needs.
- Expand JVS' network of employers by doing research on companies.
- Provide administrative support including copying, faxing, data entry and filing for the Refugee Services department.
- Other duties and short-term projects developed to meet department needs and volunteer interests/skills. May include fliers and promotional materials, writing, role-plays for mock interviews.

**Skills/Qualifications:**

- Related experience is welcome, but training will be provided.
- Interest in working with people of various linguistic, cultural, religious, ethnic and national backgrounds.
- Commitment to learning techniques for providing effective services to support job outcomes refugees and immigrants.
- English proficiency is required; must be able to take written instruction and read online applications.
- Ability to speak other languages not required but welcome.
- Ability to work in dynamic and often changing work environment.
- Ability to work as part of a team with staff and other volunteers/interns.
- Good communication and organizational skills.
- Flexibility—responsibilities will vary on a day-to-day basis.
- Empathy for the challenges of learning a new culture and a new language.
- Attention to detail.