



## **Refugee Social Adjustment Counselor**

**Company:** Burma Refugee Family Network (BRFN)  
**Location:** Oakland, CA  
**Status:** Part-time (.4 FTE to .75FTE, 15 to 28 hours per week), Non-exempt  
**Supervisor:** BRFN Program Director  
**Salary:** \$18.70 per hour

**AGENCY OVERVIEW:** BRFN was founded in 2008 by refugees and immigrants from Burma and was formed to provide a critical bridge between the newly arrived refugees from Burma and local resources, organizations, and social services. BRFN continues to serve refugees from Burma as well as communities with newly arriving refugees and asylees from other countries. Please visit [www.brfn.org](http://www.brfn.org) for more information.

**PROGRAM OVERVIEW:** The Social Adjustment (SA) Program is a collaborative effort with two other partner agencies to serve newly arrived refugees and asylees resettled in Alameda County with the goal of empowering them to achieve economic and socio-cultural self-sufficiency as soon as possible. The program provides, advocates for and links clients to linguistically and culturally competent social support services, such as English classes, public benefits, education, physical and mental health care, employment, housing, and cultural preservation services. Social adjustment counselors come from the communities they serve and are competent in languages spoken by clients. The Program Director coordinates service delivery with partner agencies to ensure that services are complementary rather than duplicative and to address gaps in needed services. The Program Director also supports and trains all social adjustment staff in the collaborative to increase their capacity to assist clients with various needs as well as enhance staff's case management processes, skills, and documentation standards.

### **ESSENTIAL JOB FUNCTIONS:**

- Provide case management services to newly arrived refugees and asylees who are self-referred or referred from resettlement agencies and other partner organizations
- Complete a written intake with clients, to include an orientation and written assessment for clients in need of ongoing support
- Provide information and/or orientation to clients to assist them to understand and effectively utilize and interact with systems such as public benefits, transportation, housing, legal services, health and mental health, education, family support, financial and immigration/citizenship
- Provide referrals and help clients access appropriate services, including but not limited to employment, health care, public benefits, education and legal services as well as additional cultural and community resources, as appropriate
- Plan and coordinate social adjustment and cultural orientation educational workshops and field trips for clients and families
- Provide language interpretation for clients as needed
- Escort clients to appointments and other services and advocate for client needs when appropriate
- Ensure documentation in case files and electronic database is complete, accurate, and up-to-date
- Ensure effective coordination with project partners and other agencies
- Complete and submit required reports by established deadlines
- Participate in regular program meetings, weekly supervision, and scheduled training
- Other related duties as assigned by supervisor

**REQUIRED QUALIFICATIONS:**

- High school diploma (or equivalent)
- Fluency in written and spoken English
- Fluency in at least one other language commonly spoken by refugees, in particular the largest, most newly arrived or highest need groups (Dari, Pashto, Tigrinya, Amharic, Karen, Burmese)
- Training and experience in refugee resettlement and/or social services, or willingness to receive training
- Culturally competent and sensitive to the needs of refugees and asylees
- Demonstrated success in working effectively in a multicultural setting
- Proven ability to work independently as well as collaboratively with colleagues and other community agencies and service providers
- Excellent communication, cross-cultural, organizational and interpersonal skills
- Demonstrated ability to multi-task, problem solve, manage stress and maintain professional behavior and boundaries with clients
- Ability to navigate effectively through bureaucratic systems
- Proficient computer (Microsoft Office, Google mail and calendars), writing and event coordination skills
- Available to work on Saturdays occasionally

**PREFERRED QUALIFICATIONS:**

- BA or near completion in applicable field
- Knowledge and understanding of local refugee issues and social service systems in Alameda County
- Coursework or work/volunteer experience in social work, human services or related field
- Ability to work effectively with Afghan women (one of the largest refugee groups currently served)
- Demonstrated success in gaining trust and effectively empowering others to become self-sufficient

**BENEFITS:**

Employer-contributed Health Reimbursement Arrangement (HRA). Employer-contributed transportation benefits. Paid public holidays, vacation and sick days, prorated from FTE amount of 14 vacation and 8 sick days. 3 days per year of floating paid time off for work-relevant training.

Interested candidates should submit a resume and cover letter to [BurmaRefugeeFamilyNetwork@gmail.com](mailto:BurmaRefugeeFamilyNetwork@gmail.com) by **February 19, 2018**. Projected start date is March 5, 2018.