



## Employment Opportunities/ Job Openings

### **Logistics and Support Specialist**

Catholic Charities Atlanta is hiring a **full-time Logistics and Support Specialist** for our Refugee Resettlement Services Program. In this position, you will play an integral role in insuring clients' successful adjustment to their new surroundings. Job duties include: interpretation/translation for clients, airport pick-ups, collection of required furnishings, preparing apartments for client arrivals and transportation of clients to medical and other appointments. A willingness and ability to work with clients and co-workers from multiple cultural backgrounds is essential. Experience in refugee resettlement and prior knowledge of specific funding requirements is preferred.

Candidates should be Bilingual with specific preference given to those with the ability to speak a relevant refugee language (Kinyarwanda, Burmese, Rohingya, etc.). Fluency in English with good interpersonal, verbal, and written skills is required. Additionally, candidates must have the ability to lift 50 lbs on occasion, have a valid Georgia driver's license and be insurable.

Email a **resume** and **cover letter** with "Logistics and Support Candidate" in the subject line to:

[ccaemployment@catholiccharitiesatlanta.org](mailto:ccaemployment@catholiccharitiesatlanta.org)

Qualifying candidates will be selected and contacted for interviews.

**Posted: November 15, 2018**

## **Archdiocese of Atlanta Catholic Charities Job Description**

**POSITION TITLE:** Logistics and Support Specialist

**CATEGORY:** Direct Service

**PROGRAM ASSIGNMENT:** Refugee Resettlement Services

**CLASSIFICATION:** Full-time, Exempt

**JOB CODE:** Scale Grade

**QUALIFICATIONS:** High School diploma or work experience in refugee resettlement. Bilingual in a relevant refugee language. Reliable transportation and valid Georgia driver's license is required. Must have ability to lift 50 lbs on occasion to fulfill job requirements.

**SPECIFIC RESPONSIBILITIES:**

1. Responsible for translating/interpreting when necessary and appropriate.
2. Responsible for picking clients up from the airport, transporting them to their new apartment, ensuring that newly arrived client homes are adequately furnished and stocked with food and provisions, and providing clients with spending money.
3. Responsible for assisting staff in furnishing apartments for new arrivals; securing and moving furniture and household goods; and delivering donated items to clients, when available.
4. Assist clients to sign leases and interpret for other landlord issues.
5. Responsible for assisting clients to learn to use the public transportation system, if applicable/available.
6. Responsible for assisting clients to obtain Social Security cards, Georgia I.D. cards, Driver's Permits/Licenses, and other documentation necessary to become employable and/or obtain employment.
7. Responsible to provide newly arrived clients with cultural orientation session regarding U.S. life. This includes but is not limited to topics such as: Resettlement, U.S. Laws and Customs, Safety, Transportation, Employment, Family life, Hygiene, Education, and Housing.
8. Transport clients to scheduled appointments as assigned. Inform assigned caseworkers of completion of task and any significant events that occurred during contact with client(s).

9. Responsible for ensuring all arriving clients receive medical check-ups/health screening services and that all significant medical concerns are addressed. This may include transporting clients to health screening appointments. Assists clients with understanding and utilizing the local health system and securing Medicaid services.
10. Responsible for assisting clients in connecting with other individuals and/or groups of their specific ethnic group already residing in the community. Connect clients with available services within their community, which may assist them in adjusting to American society and life.
11. Responsible for ensuring the documentation of client services provided. The Logistics and Support Specialist may be asked to make case note entries themselves, or their services may be communicated to the Resettlement Specialist managing the case and then documented.
12. Responsible for delivering financial payments to vendors, cash payments to clients, and obtaining appropriate documentation of dispersal for each case file.
13. Responsible to assist with the assessment and service planning process with clients, especially in regards to language and cultural understanding.
14. Responsible to pick up and deliver donated items to clients, to appropriate storage facilities, or to social enterprise program.
15. Responsible to assist with social enterprise program as assigned.
16. Responsible for working within the Resettlement Team and assisting other team members in providing services to clients. Expected to support all team/agency decisions and to support team members whenever possible and appropriate. Responsible for establishing and maintaining positive working relationships with other team members and Catholic Charities-Atlanta staff.
17. Interacts with other agency staff, donors, and volunteers in order to coordinate quality services for clients.
18. Responsible for knowing, supporting and adhering to the policies and procedures of Catholic Charities-Atlanta and the Refugee Resettlement Services Program.
19. Responsible for representing Catholic Charities-Atlanta and Refugee Resettlement Services to the community, the Archdiocese, funders and other service providers in a professional, accurate and positive manner. Does not engage in sharing program and client information with persons outside of the Refugee Resettlement Services Program.
20. Responsible for meeting with immediate supervisor on a regular basis and actively uses supervision to strengthen skills and grow as a professional. Responsible for meeting individual benchmarks and other performance measures. Addresses areas of concern in a timely and productive manner. Remains open to feedback from team members and supervisors.

**SUPERVISORY RESPONSIBILITIES: The Logistics and Support Specialist is responsible for the supervision of the Resettlement Volunteers/Interns as assigned.**

**ACCOUNTABILITY: The Logistics and Support Specialist reports directly to the Resettlement Manager**

Approved: January 24, 2003  
Revised: November 15, 2018

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Logistics & Support Specialist

**COMMENTS:** The work week is generally 37.5 hours per week on a year round basis; however the position requires a willingness and flexibility in work hours that may include evening and weekend hours when necessary to fulfill job responsibilities. Employee is subject to Personnel Policies and procedures prescribed for all personnel. Must have valid Georgia driver's license, reliable personal transportation and current auto coverage. Position is exempt.

**DISCLAIMER:** This is not necessarily an exhaustive list of the responsibilities, tasks, skills, efforts or working conditions associated with the position. While this is intended to be an accurate description of the current job, management reserves the right to revise the job or require other tasks be performed when circumstances arise (i.e., emergencies, changes in personnel, rush job, technological developments, etc.)

*I have received a copy of my new/revised job description:* \_\_\_\_\_  
*Employee* *Date*