



### **Program Assistant (part-time)**

The Refugee Center is looking for a Program Assistant to support refugee and immigrant clients and their caseworkers with program administration.

The Refugee Center, with an office in Champaign, IL, exists to provide services essential to refugee and immigrant resettlement in East Central Illinois, and to aid in the exchange and preservation of their respective cultures. Globally aware but locally focused, our professional, compassionate staff provide interpretation services and advocacy in court hearings, doctors' appointments, school conferences, and other settings. For 40 years, we've helped people find stability in their new homes through counseling, tutoring, community health programs, and support in completing paperwork for work, school, and government programs.

This position will pay \$15 per hour and be part-time for 20 hours per week. The Assistant will report directly to the Operations Manager with a dotted line to the Assistant Director of Programs.

#### Responsibilities:

- Support clients and social workers with public benefits applications
- Assist in assembling and organizing needed paperwork and documentation
- Handle application mailings for hardcopy paperwork
- Make follow up phone calls when needed for the application process
- Assist with data entry and program metric reporting
- Answer office mainline when needed, either re-directing calls to relevant case worker or taking messages

#### Requirements:

- Working proficiency in a second language, especially French, Lingala, Vietnamese, Pashto, or Dari
- Some previous experience working in a professional environment in an administrative capacity
- High level of organization and attention to detail
- Good written and verbal communication skills
- Proficiency with computers and remote work
- Familiarity with Microsoft Office and/or Google Suite
- Passion for our mission of supporting and empowering refugees

#### Nice to have:

- Experience working with the public

- Experience working with a clientele where English is not their first language

The Refugee Center is working closely with public health professionals to meet and exceed safety guidance for our staff and clients. Based on their advice, our office is open and the work for this position will require an in-office schedule.

Clients and staff are required to wear masks at all times that they are in our office and we are currently requiring staff to either provide proof of vaccination against COVID-19 or take a weekly COVID-19 test.

If interested, please apply to [jobs@trc-cu.org](mailto:jobs@trc-cu.org) with your resume. No phone calls please.

The Refugee Center is an equal opportunity employer.