



**JEWISH FAMILY &  
COMMUNITY SERVICES**  
EAST BAY

Position Announcement  
**REFUGEE PROGRAM ASSISTANT**

**JOB TITLE:** Refugee Program Assistant  
**PROGRAM:** Refugee Services  
**REPORTS TO:** PC Program Coordinator  
**LOCATION:** Concord, CA  
**EMPLOYMENT TYPE:** Full-time, non-exempt

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**OUR AGENCY**

Guided by Jewish values and in collaboration with the diverse communities we serve, JFCS East Bay contributes to the resilience of communities, families, and individuals through advocacy and comprehensive support services at every stage of life.

The agency's current programs include resettling refugees, providing mental health services to children and families, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 60 employees is characterized by its dedication, teamwork, warmth, and humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

*JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients. We are committed to creating a community where staff and clients from all backgrounds feel safe, welcome, and included. We are looking for equity-minded applicants who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. We hope to expand our diversity in the belief that clients heal best when staff represent the communities they serve and are guided by values of social justice.*

**POSITION SUMMARY**

Reporting to the PC Program Coordinator, the Refugee Program Assistant will serve as the main administrative support for the Refugee Services Department. The Refugee Program Assistant will work with department staff on administrative tasks that support client and departmental needs. This is a full-time position based at our Concord office. This position will have the flexibility to have a hybrid work schedule with a home base in an office and time working remotely.

## **POSITION RESPONSIBILITIES**

- Support various client, administrative, and outreach tasks for the Refugee Services Department.
- Perform assigned refugee client casework tasks as needed, such as housing applications, following up on social services applications, opening bank accounts for clients, etc.
- Research and connect with external community agencies, to expand our list of resources and services available to refugee clients.
- Assist with physical and digital file maintenance for PC and R&P Programs within the Refugee Services team.
- Perform other administrative and program tasks, as needed.

## **REQUIRED MINIMUM QUALIFICATIONS**

- Proficient in utilizing computer software, including but not limited to Word, Excel, Gmail, and a smart phone.
- Able to navigate and/or quickly learn tasks commonly performed within refugee casework, including but not limited to: completing online/paper low-income housing applications, completing online/paper public benefits applications and reporting forms, etc.
- Strong organizational skills, including the ability to manage multiple projects and/or cases with a high degree of attention to detail.
- Strong ability to work independently and with other diverse team members.
- Excellent interpersonal and communication skills, including written and verbal.
- Ability to work with diverse immigrant populations and understand their needs and barriers to accessing services.
- Ability to maintain client confidentiality.
- Authorized to work in the US.

## **PREFERRED QUALIFICATIONS**

- Bachelor's degree, preferably in a behavioral science, human or social services field.
- Prior experience working in case management and/or with immigrant populations.
- Prior experience working in a professional administrative/clerical position.
- Knowledge of public benefit systems, safety net programs, and regional partners who administer services for refugee & immigrant populations.
- Possess a valid CA Driver license and personal vehicle that can be used for work purposes.
- A working knowledge of a second language, such as Spanish, Ukrainian, Dari, Farsi, Pashto, Arabic, or Tigrinya.

## **COMPENSATION AND BENEFITS**

Compensation for this position will be \$23.50/hr to \$27/hr based on experience. Benefits include medical, dental, vision, Life Insurance/AD&D, Long Term Disability, flexible

spending accounts, 401(k) with contribution matching after one year, and 28 paid days off per year. We also offer the option for hybrid work schedules where employees can work from home as well as in-office.

### **EEO STATEMENT**

As an Equal Opportunity Employer, JFCS East Bay does not discriminate on the basis of any protected categories: age, ancestry, citizenship, color, disability, gender, immigration status, marital status, national origin, race, religion, sexual orientation, or veteran's status. The agency is committed to the principles of diversity in employment and to creating a community where everyone can flourish with dignity.

### **CONDITION(S) OF EMPLOYMENT**

Satisfactory completion of a background check (including LiveScan where applicable). The background check may include, but is not limited to: criminal records check, verification of academic credentials, licenses, certificates, credit history, professional references and/or verification of work history is required for employment. JFCS East Bay will issue a conditional offer of employment to the selected candidate, which may be rescinded if the background check reveals disqualifying information.

### **COVID VACCINATION POLICY**

JFCS East Bay requires staff to be fully vaccinated against COVID-19, including the booster shot, or declare a medical or religious exemption. Candidates should be prepared to provide proof of vaccination or complete a medical or religious exemption form.

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### **APPLICATION PROCESS**

Please submit a thoughtful cover letter and resume to [currentjobs@jfcs-eastbay.org](mailto:currentjobs@jfcs-eastbay.org). Please include the job title in the subject line. Position open until filled.