



Position Description: Swahili-Speaking Newcomer Navigator

Mission and Organizational Background

Re:Source Cleveland empowers resettled families to grow roots, supporting them in becoming engaged, self-sufficient and contributing members of their new communities. The organization was established in 2010 as The Refugee Response to assist in bridging the gap between existing resettlement agency services and the longer support needs of the refugee population.

Our organization's goals and objectives revolve around being responsive to the needs of northeast Ohio's newcomer communities in order to forge a deep and sustaining impact as they make new roots and re-write the story of their families' futures, to find security and self-sufficiency. Our programs are critical to both the short- and long-term economic success and the social and emotional integration of these NEO community members.

Time Commitment: Full time, 40 hours per week; 1 year contract with potential for renewal

Salary: \$41,000

Overview

Newcomer Navigators is more than just a navigator program. We believe international newcomers are an essential part of our community and should be fully integrated rather than navigating from the outside. Newcomer Navigators meet international newcomers where they are and facilitate a direct connection between them and the social, health, and economic services that already exist in our county. By empowering our communities, we create a resilient and sustainable ecosystem that serves the newcomer community today and for years to come.

Responsibilities

- Develop relationships with community members and build trust
- Work one-on-one with members of the community to determine their social, health, and workforce needs while assessing barriers and determining next steps and service referrals.
- Partner with Cleveland Metropolitan School District to support Swahili-speaking families that are new to Cleveland and enroll their children in school. Attend parent-teacher conferences as needed.
- Advocate for families at different partners and institutions



- Document home visits and calls, case notes, and other relevant client information in the Apricot database for reporting purposes.

Perks:

- Medical benefits, with the option to add vision and dental coverage
- IRA savings plan with employer contribution
- Optional HSA plan
- Join a diverse, creative, passionate, and talented team
- Balance of office and community engagement work
- Develop meaningful relationships and positively impact a key population in need

Availability

- Start Date: April 2025
- Some weekend and evening work as needed

Required Skills and Capacities

- Commitment to and experience with diversity and inclusion
- Commitment to serving the community and working closely with individuals and families
- Fluent in Swahili and English; Kinyarwanda a plus
- Excellent communication skills, both oral and written
- Ability to work positively and productively in a team environment
- Ability to receive and respond positively to constructive feedback
- Ability to complete and pass a background check
- Valid driver's license and acceptable driving record

Preferred Skills and Qualifications

- Direct experience engaging with persons of diverse educational, socioeconomic, linguistic, and ethnic backgrounds.
- Strong interpersonal skills, with the ability to communicate and work effectively with community members and nonprofit, public, and private partners.



Interested candidates should submit the following information to Anelize Nader at Anelize@resourcecleveland.org with subject title “Swahili-Speaking Newcomer Navigator Application Materials”:

- Cover Letter
- Resume
- Three references

Re:Source Cleveland is an Equal Opportunity Employer. The organization does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation or any other characteristic protected by law.