

## **Job Description – LCORE Associate**

### **Position Summary:**

The purpose of the position is to provide support to the LCORE (Language, Cultural Orientation, and Readiness for Employment) team by assisting with logistics and documentation related to all LCORE offerings, including English as a New Language classes, Cultural Orientation, and other client trainings. This position will also be responsible for coordinating transportation trainings to assist clients in accessing LCORE offerings and in providing a variety of other supports to clients as needed to assist them in accessing trainings.

### **Responsibilities:**

1. Assist the LCORE team with logistics and documentation related to all LCORE offerings, including English classes, Cultural Orientation, and other trainings.
2. Connect clients to LCORE classes by helping to run English Club and performing other one-on-one assistance with LCORE intake as needed.
3. Assess students for LCORE class placement.
4. Assist clients with Zoom or other technological barriers as needed.
5. Assist in logistical arrangements for LCORE trainings, including making phone calls to clients, securing interpreters, reserving rooms, and making other arrangements as needed.
6. Assist in following up with clients who have not attended trainings.
7. Assist with referrals for Exodus clients seeking higher education trainings or other educational offerings beyond the scope of what Exodus offers.
8. Document LCORE services, including class attendance, in Salesforce, client casenotes, and other systems as needed.
9. In coordination with other staff, create a transportation training plan for clients. This may include IndyGo bus training, Uber/Lyft training, carpool training, or other transportation training.
10. Regularly offer bus training and other transportation trainings to Exodus clients.
11. Train interns/volunteers to bus train clients.
12. Organize logistics for interns/volunteers who are providing bus training to clients.
13. Assist in maintaining current information related to LCORE in Salesforce database.
14. Participate in the agency's Emergency/Airport rotation.
15. Attend weekly staff and team meetings.
16. Participate in Exodus staff training and development activities.
17. Perform other duties as assigned by supervisor.
18. Reports to the Manager of Educational Programs.

### **Position Criteria:**

- Must have a bachelor's degree in a related field.
- Preferably, have a minimum of two years of experience working with clients of diverse cultural and language backgrounds.
- Must possess strong interpersonal and record-keeping skills.
- Must be PC proficient, with competency in Microsoft Office applications.
- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to working with immigrants of humanitarian concern.
- Must be able to function as part of a team.
- Must have a safe vehicle, valid license, and 100,000/300,000/100,000 auto insurance to transport clients.