



TENT

# Best Practices for Working with Refugee-Focused NGOs in the United States



## By the end of this presentation, you will:

- ▲ Learn more about the national refugee resettlement agencies in the U.S. and how your company can work with them to recruit refugee talent
- ▲ Discover other types of organizations that can help companies hire refugees
- ▲ Find out what your company can do to more effectively work with refugee organizations



Information in this presentation can be found in the Quick Guide *"Partnering with Refugee-Focused NGOs"* available [here](#)



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## What is a refugee resettlement agency?

The [Office of Refugee Resettlement](#) within the U.S. Department of Health and Human Services contracts nine national refugee resettlement agencies to help integrate refugees into American society

- Refugee resettlement agencies are national non-profit organizations with local affiliates around the country that provide direct services to refugees
- Refugee resettlement agencies provide holistic integration support to refugees, including helping them find housing, enrolling children in school, and identifying employment opportunities

## Nine National Refugee Resettlement Agencies

1. [Church World Service \(CWS\)](#)
2. [Ethiopian Community Development Council \(ECDC\)](#)
3. [Episcopal Migration Ministries \(EMM\)](#)
4. [Hebrew Immigrant Aid Society \(HIAS\)](#)
5. [International Rescue Committee \(IRC\)](#)
6. [US Committee for Refugees and Immigrants \(USCRI\)](#)
7. [Lutheran Immigration and Refugee Services \(LIRS\)](#)
8. [United States Conference of Catholic Bishops \(USCCB\)](#)
9. [World Relief Corporation \(WR\)](#)

 A list of the refugee resettlement agencies' local affiliates, organized by state and locality, can be found in Tent's [U.S. Employer's Guide to Hiring Afghan Refugees](#)





## Resettlement agencies can help businesses recruit refugee talent by:

- ✓ Identifying refugee candidates whose skills match the needs of the job
- ✓ Completing new hire paperwork
- ✓ Offering translation or interpretation services
- ✓ Following up on refugees who have been hired to ensure mutual satisfaction

Note that these refugee resettlement agencies [are not staffing agencies](#), and cannot guarantee that they will be able to place refugees at a company



## Resettlement agencies prepare refugees for employment by:



Orientating refugees in the U.S. job market and setting expectations about the types of professional roles available in their metro area



Preparing resumes and cover letters



Teaching about U.S. workplace customs

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## Other organizations that can help companies hire refugees

- 1 High-skilled refugee talent
- 2 Refugee-led organizations
- 3 Staffing agencies
- 4 Welcome.US Jobs Exchange



## Other organizations that can help companies hire refugees

### High-skilled refugee talent

A number of non-profit organizations, such as [Upwardly Global](#), [One Refugee](#), [ReUp](#), [No One Left Behind](#) and [Talent Beyond Boundaries](#), can specifically help companies recruit mid- to high-skilled refugee talent in a range of industries, such as tech, healthcare, and financial services.

## Other organizations that can help companies hire refugees

### Refugee-led organizations

Afghan-led organizations, such as the [Afghan American Foundation](#) and [Women for Afghan Women](#), are also helping to integrate Afghans into American society. Refugees from other countries have similar community-led organizations too.

## Other organizations that can help companies hire refugees

### Staffing agencies

[Amplio Recruiting](#) is a staffing agency that helps companies hire refugee talent for a fee. Other national and local staffing agencies are already working with refugee resettlement agencies to place refugees at jobs at their clients, or could be prompted to do so if their clients asked for that.

## Other organizations that can help companies hire refugees

### **Welcome.US Jobs Exchange**

[Welcome.US](#) has a jobs portal where companies can post jobs targeted at refugee candidates.

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## Creating a welcoming environment for refugee employees

Refugee organizations want to partner with companies that will create a welcoming environment for refugee employees. These organizations will be particularly interested in learning about a company's approach to the following topics, that are critical to successful refugee integration:



Salary and benefits



Career pathways



Limited English language proficiency support

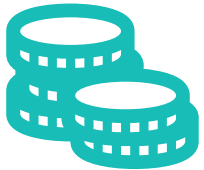


Hiring across skill levels



Transportation assistance

## Salary and benefits



Refugee organizations want to make sure that **salaries offered are competitive** with offers from other companies in that area or industry, and that employers will offer comprehensive benefits (e.g. healthcare, paid time off) to refugee employees.

Companies should be prepared to share salary ranges and benefits during introductory conversations with these organizations.

## Solutions for refugees with limited English proficiency



Organizations will be looking to partner with companies that are committed to effectively integrating refugees, even if they don't speak English proficiently just yet.

To ensure the success of refugees who are still learning the language, companies should:

1. **Consider which roles** at their company could be filled by someone with limited English proficiency
2. **Express to the local organizations that they plan to create a welcoming environment for refugees who are English language learners** (e.g., by translating key documents to other languages, assigning refugees a team lead or manager within the company who speaks their native language, etc.).

Strategies for how to hire low-language proficiency employees and ensure their success as they work towards proficiency can be found in Tent's latest guidebook, [Bridging Language and Work: Solutions to Invest in Immigrant and Refugee Talent](#).

## Transportation assistance



Many recent refugee arrivals do not have access to a car or a driver's license.

Organizations will be looking to partner with companies that can [help refugees without a car get to work](#), whether it be through carpooling with other employees, chartering a van to pick up multiple refugee employees, or offering transportation subsidies.

## Career pathways



Even though many refugees will join companies at entry-level roles, organizations will be looking to partner with companies that are committed to the long-term growth and career development of refugee employees.

Companies should express a desire to **help refugee employees grow within their business**, particularly given that refugees are a very loyal talent base.

## Hiring for a range of skill levels



Afghans and other refugees in the United States arrive with a variety of educational and professional backgrounds.

Companies should be **open to hiring refugees at all skill levels**, and go into introductory conversations with non-profits with a general sense of the type of positions they are looking to fill, including the skills and backgrounds they expect of applicants.



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## Be patient and persistent

- Refugee organizations in the U.S. are undertaking herculean efforts to integrate tens of thousands of Afghans into the country. Given that their staff have limited bandwidth as a result, they might sometimes be a bit slower to respond to company outreach.
- The slate of refugee clients that a local affiliate is working with changes frequently. Just because an agency does not have any refugee candidates that might fit a company's needs at one time, it does not mean that they will not have relevant candidates in the future.
- Companies should email their contacts at the refugee resettlement agencies on a monthly basis to share their current hiring needs and inquire to see if the agency has any relevant refugee candidates.

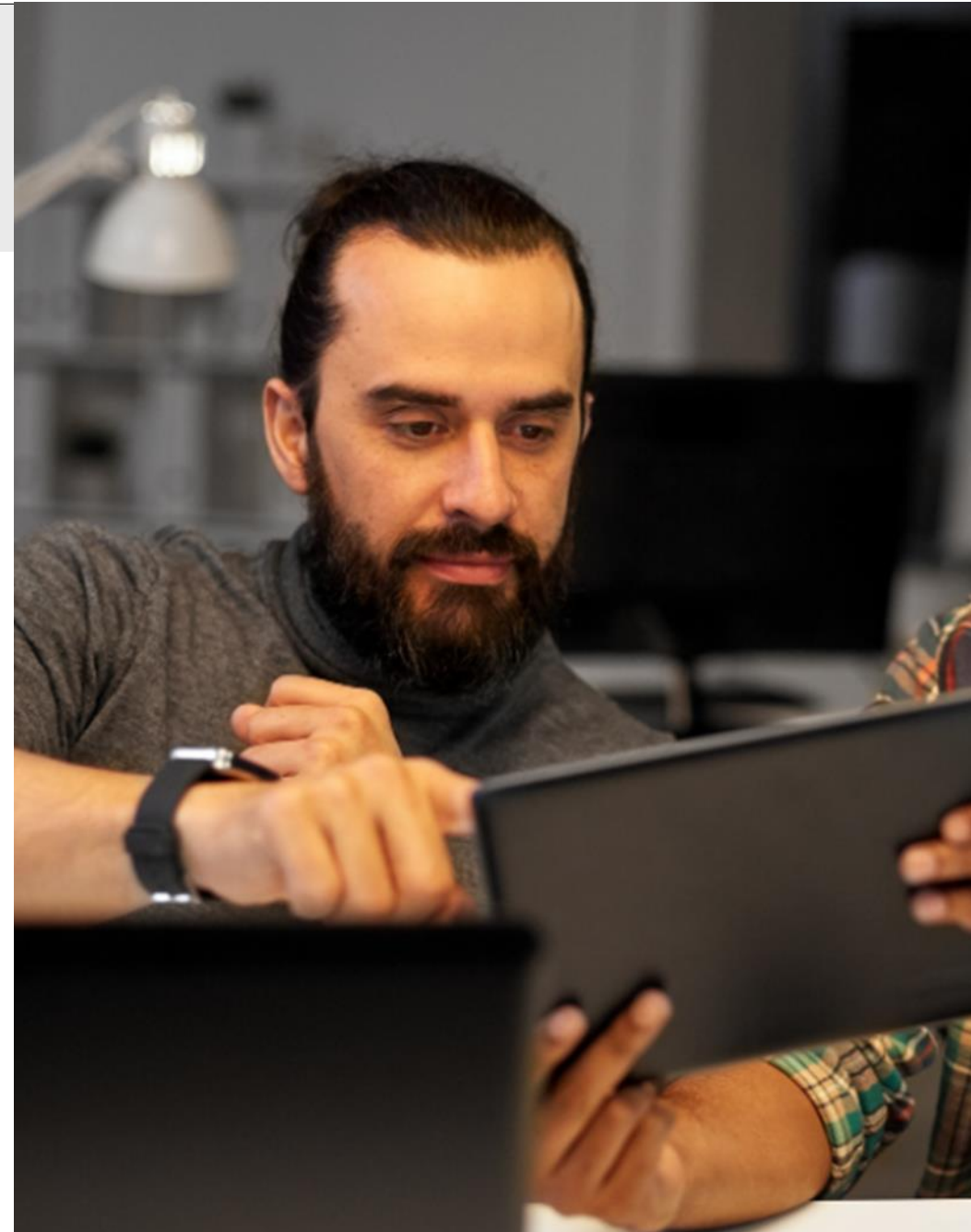
## Align on recruitment process and timeline

- During the introductory conversation, **companies and refugee organizations should align on the process and timeline** for how the latter will identify and refer potential refugee candidates for job openings.
- **Both the company and refugee resettlement agency should identify a main point of contact** so that all parties know who to reach out to for next steps.



## Ask for a phone number and e-mail address

- Companies should ask for both the direct phone number and email address for the employment specialist at these organizations so that companies have multiple avenues to reach the organization if needed.



## Showcase commitment to refugee hiring

- Refugee-focused NGOs are looking for corporate partners that are committed to forming a long-term working relationship and properly evaluating applications from their refugee clients.
- Companies should showcase that they are committed to seriously considering all refugee applicants, whether that be through assigning a HR point of contact that can receive refugees' resume via email or creating customized career websites (or referral codes) that companies share with refugee-focused NGOs so that they can track applicants that were referred by these organizations.
- Companies should also work together with refugee-focused NGOs to track refugee applicants and the status of their application.

## Flexibility and patience are key

- Even with following these best practices, **companies might face delays** with recruiting refugee talent given the challenges this crisis has presented to the refugee resettlement system.
- **Please be patient and persistent with your engagement on this topic** – while hiring refugees can require an initial investment in time and energy, there are long-term dividends for hiring this population.





## The Tent Partnership for Refugees can connect companies to relevant refugee NGOs



Companies should reach out to the Tent team to align on the organizations that are best suited to support their hiring needs.

After this initial assessment, the Tent team can facilitate relevant introductions to these organizations.

Companies should reach out to the Tent team if they are facing challenges connecting with refugee organizations after following the best practices previously highlighted.



# Thank you!

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