

EMPLOYER BEST PRACTICES FOR HIRING NEW AMERICANS



JOB DESCRIPTIONS

- Does the job description truly match the needs of the role?
 - What are the specific English language requirements?
- Are specific degrees or credentials required or preferred?
Are past years of experience acceptable?
- Use plain language and bullet points for easy translation
- Include a basic overview of what your organization does

INTERVIEWING

- Give tours of your worksite and the job being performed
- Be aware that etiquette and customs may be different
- Try other types of interviews: skill based or task based
- Allow interpreters or translation of essential documents, learn to use translation tools
- Be transparent and prepared to answer questions from organizations working with New Americans

ONBOARDING

- Transportation planning ensures reliability
- Identify key terms or materials to translate in advance
- Use interpreters or online translation services in real time
- Offer extra time and support for doing HR paperwork
- Have a clear “Check-in” timeline to answer questions
- Facilitate job-site mentors or peer support

MANAGING

- Provide extra support and repeat training
- Support professional development for supervisors and recognition of their best practices
- Educate your whole team on diversity, inclusion and bias
- Offer upskilling opportunities
- Secure help adapting trainings to multilingual needs
- Compensate staff who provide regular in-house interpretation
- Consider hosting and investing in on-site English learning programs
- Review internal communications practices

POTENTIAL BARRIERS

- **Applications**
 - **Digital Access and Literacy**
 - **Applicant Materials - Resumes / Cover Letters**
 - **Credential Transfer**
 - **Application Tracking Systems**
- **Interviewing**
 - **Professional Attire**
 - **Language**
 - **Body Language**
 - **Communication Etiquette**
 - **Location / Style of Interview**

THINGS TO KNOW:

- **Most incoming New Americans have the skills & necessary work authorizations**
- **Transportation, language, digital access & literacy, and credential transfer can be barriers for New Americans**
- **May require different trainings based on roles, experience, or language**