



## **Refugee Resettlement Program Manager**

Full-time, Salaried

### **Position Summary:**

The Resettlement Program Manager is responsible for the establishment and implementation of services as outlined in the Reception and Placement (R&P) and Refugee Community Sponsorship grants to allow the clients to reach self-sufficiency culturally and economically in a timely manner. Provide leadership and direction to staff, volunteers and interns assigned to these programs.

### **Accountability:**

The Resettlement Program Manager is accountable to the Director of Refugee & Immigrant Services.

### **Qualifications:**

- Bachelor's degree required in Social Work, Psychology, Human Services, Political Science and/or related field.
- One to two years of experience providing social services to refugees or immigrants preferred.
- Six to twelve months of prior supervisory experience preferred.
- Demonstrate cultural humility and the ability to build rapport and maintain meaningful professional relationships with refugee clients while considering linguistic and cultural considerations.
- Excellent written and verbal/oral communication skills.
- Experience in program coordination
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Computer skills, including experience with Word, Excel, Power Point, Google programs, and databases such as Salesforce, and/or ability to learn new software and systems.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.
- Driver's license and personal transportation a must-have.
- Experience working with refugees and proficiency in a refugee-spoken language preferred.

### **Responsibilities:**

- Monitors the implementation of services for the Reception & Placement (R&P) and Community Sponsorship grants and stays up-to-date on relevant developments, changes to grant requirements, and public policies that affect refugees.
- Provides for proper and complete tracking, reporting and analyzing of program data.
- Monitors the R&P caseload to assure clients receive appropriate services and address any client

compliance concerns.

- Supports the development and piloting of the Refugee Community Sponsorship program, keeping relevant staff and partners updated.
- Responsible for adequate staffing and supervision to ensure service delivery.
- Ensures proper orientation, training, professional development and evaluation of R&P staff team, including regular check-ins with relevant program staff at reasonable intervals.
- Models expectation for sensitivity and competency relating to diversity and cultural awareness.
- Attends, participates in, and facilitates organization-related meetings and trainings as appropriate.
- Ensures proper application and enrollment of eligible clients in program services, including maintaining waitlists if appropriate.
- Provides for and seeks client feedback, surveys, and assessments of services, progress, and self-sufficiency.
- Promotes quality communication and continuity of care for client cases transitioning between grant programs.

**General Agency Duties:**

- Be able to explain CMC program information to students, residents, clients or others in the community.
- Present a positive image of the Center and its programs.
- Assist with CMC fundraising efforts as needed.
- Serve on CMC event committees as needed.
- Maintain clean and organized facilities including the storage and archives.
- Assist with the shared staff responsibilities for security of the clients/volunteers and building.
- Perform other duties as requested/assigned.

**Physical Work Requirements:**

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee regularly is required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/ or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date