



## **Refugee Social Services Program Manager**

Full-time, Salaried

### **Position Summary:**

The Refugee Social Services Program Manager leads post-resettlement case management services provided within the Refugee & Immigrant Services department. This role is responsible for the establishment and implementation of services provided through the Preferred Communities, Resource Navigation, Healthcare Navigation, and LIFE programs. This role is responsible for developing community relationships, reporting and tracking activity and outcomes, and providing leadership and direction to staff, volunteers, and interns working within these programs. This position includes an option to work from home on occasion.

### **Accountability:**

The Refugee Social Services 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.
- Six to twelve months of experience providing social services to refugees or immigrants preferred.
- Two to four years of prior supervisory prior leadership experience.
- 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, proof of valid insurance and personal transportation a must-have.
- Experience working with refugees and proficiency in a refugee-spoken language preferred.

### **Responsibilities:**

- Understands the requirements and documentation for the Preferred Communities program and stays up-to-date on relevant developments and changes to grant requirements to ensure services are delivered accordingly.
- Monitors the implementation of Resource Navigation, Healthcare Navigation, and LIFE programs and understands the relevant grant requirements.

- Provides for timely and complete tracking, reporting and analyzing of program data.
- Monitors the Refugee Social Services caseload to assure clients receive appropriate services and address any client compliance concerns.
- Develops and cultivates long term relationships with area service providers and partner organizations in order to identify and support appropriate referrals for clients.
- Responsible for adequate staffing and supervision to ensure service delivery.
- Ensures proper orientation, training, professional development and evaluation of the Refugee Social Services 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.
- Works with Volunteer & Outreach Manager to recruit, select, train, and evaluate volunteers, interns, and AmeriCorps members; serve as their primary point of contact.

**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