



Refugee Resettlement Program Manager

Full-time, Salaried

Position Summary:

The Resettlement Program Manager is responsible for the establishment and implementation of core services as outlined in the Reception and Placement (R&P) Cooperative Agreement with the U.S. Committee for Refugees and Immigrants and through other programs designed to welcome and support newly arriving refugees as they resettle in Eastern Iowa. This position provides leadership and direction to staff, volunteers, and interns assigned to these programs. This position includes an option to work from home on occasion.

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.
- Six to twelve months experience providing social services to refugees or immigrants and proficiency in a refugee-spoken language preferred.
- Two to four years of prior supervisory prior experience managing programs, teams and people.
- Demonstrate cultural humility, the ability to build rapport, and to maintain meaningful professional relationships with refugee clients while considering possible linguistic and cultural differences.
- Excellent written and verbal/oral communication skills.
- 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 insurance and personal transportation a must-have.

Responsibilities:

- Coordinate and monitor the implementation of core services for the Reception & Placement (R&P) memorandum of understanding through the U.S. Committee for Refugees & Immigrants and other programs CMC may adopt in order to resettle newly arrived refugees in Eastern Iowa.
- Stay up-to-date on relevant developments, changes to grant requirements, and public policies that affect refugees.
- Provide for proper and complete tracking, reporting, and analyzing of program data and evaluate

program performance.

- Monitor program and client expenditures and provide for reconciliation and proper documentation.
- Monitor the R&P caseload to assure clients receive appropriate services and address any client compliance concerns.
- Ensure service delivery by providing for adequate staffing and supervision.
- Provide for proper orientation, training, professional development and evaluation of R&P staff team, including regular check-ins with relevant program staff at reasonable intervals.
- Model expectation for sensitivity and competency relating to diversity and cultural awareness.
- Attend, participate in, and facilitate organization-related meetings and training 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 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