

Lutheran Services Carolinas

Job Description

Job Title: Director of Programs- Refugee and Immigrant Services

Supervisor (title): Refugee and Immigrant Services Director

Department: Refugee and Immigrant Services

Approved by: Syhesia Sharpe



Date: 3/21/2019

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The Director of Programs will manage and oversee the operations of Refugee Resettlement in Raleigh, NC in addition to assigned Immigrant Services programs in NC/SC. S/he will be responsible for delivery of services and ensuring organizational compliance with grants and contracts through effective implementation of all program's quality assurance plans. S/he will represent LSC in interactions with the NC State Refugee Coordinator, Lutheran Immigration and Refugee Services (LIRS), and other partners as s/he promotes the involvement of local advocacy groups, businesses, congregations and community members in resettlement and services to immigrants.

The Director of Programs will be responsible for building a team of profession, dedicated and culturally-sensitive staff. S/he will supervise, train and evaluate staff in service delivery, contractual compliance, reporting, and ensure that the needs of the most vulnerable clients are addressed.

Essential Functions *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Establish and provide effective management and oversight of all services and activities for LSC Refugee Services (RS) in Raleigh, NC as well as LSC UAC Home Study/Post Release (HS/PRS) and Safe Release Support (SRS) programs in NC/SC.
2. Ensure all clients receive timely and quality services and are treated with dignity and respect.
3. Recruit, hire, train and evaluate staff.

4. Maintain written staff training plans and individual staff training records.
5. Develop and implement program quality assurance plans.
6. Ensure compliance with funder requirements; including but not limited to federal, state, local or private.
7. Review case files regularly to confirm they are maintained and conform to all contract service provision and documentation requirements.
8. Complete reports accurately and in a timely manner (as outlined by Finance, LIRS, ORR or other partners).
9. Actively participate in all program related meetings, calls and trainings. Remain abreast of policy and procedural changes initiated by the contractor or PRM and Office of Refugee Resettlement.
10. Maintain Policy and Procedure file and immediately share updates with Refugee and Immigrant services staff.
11. Monitor and adhere to program budgets.
12. Represent LSC in public forums, meetings, and the community as point of contact for local partners, community stakeholders and donors.
13. Organize and participate community outreach and educational events to build community awareness and encourage community engagement.
14. Serve as Service Coordinator as needed.
15. Perform all other duties as assigned.

Supervisory Responsibilities, if any *(The scope of the person's authority, including the positions that report to the incumbent.):*

Refugee Services Coordinator, Immigrant Services Coordinator, Outreach Developer, HS/PRS Services Coordinator, AmeriCorps members

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Bachelor's Degree in a human services related field required, Masters Degree in human services related field preferred.

Experience: Five years in refugee resettlement/immigrant services and two years of supervisory experience required.

Specific skills/abilities: Knowledge of immigrant and refugee programs. Ability to calmly balance competing demands. Flexibility in managing staff with varying work styles. Sensitivity to cultural and socioeconomic differences. Willingness to comply with extensive and rigorous documentation demands. Attention to detail. Good public relations and interpersonal skills. Willingness to make tough decisions in an environment of constrained resources. Be compassionate.

Specialized knowledge, licenses, etc: Insight into human behavior and motivations. Insight in immigrant communities.

Preferences (Optional): *(Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual).*

Bi-lingual (Spanish)

Working Conditions/Physical Requirements: *(Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Ambulatory in all locations, ability to navigate steps.
2. Ability to bend, stoop, and reach overhead.
3. Travel within North Carolina, South Carolina and Maryland upon demand is required.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.