**Job Description**

**Position Title:** Resettlement Program Manager  
**Department/Division:** ECDC/MCC Vermont  
**Reports to:** ECDC/MCC Vermont Director  
**Status:** Full-Time/Exempt  
**Location:** Brattleboro, VT

**Job Summary:** The Resettlement Program Manager provides program leadership and accountability through staff management; training and evaluation; ensuring efficient service provision; and coordinating and resolving program challenges with other agency managers. Position will manage R&P program including Case Management. The Position will be responsible for reporting program progress report to the Director, and ongoing compliance of Federal contracts related to the APA. The Program Manager will ensure that program goals are established, met and reported accurately. The position will directly supervise case managers, following ECDC MCC VT procedures and policies, guidance, training, accountability for performance, and day-to-day scheduling of case managers. Position will work with Director and Co-Sponsorship Manager to create supportive and complementary programming to assist refugees as they integrate into the local community. Position will actively meet with and coordinate other service providers to ensure efficient service provision.

**Key Responsibilities**

1) **Program Management**
   - Manage ECDC MCC VT Case Managers.
   - Ensure consistent, timely, and effective communication between Case Manager and other stakeholders to ensure efficient workflow and timely services to clients.
   - Ensure case closure at 90 days after arrival.
   - In collaboration with Co-sponsorship Manager complete case assurances and track refugee arrival dates.
   - Makes sure all case information is entered correctly and timely in the clients list and database.
   - Collaboratively address program challenges and implement solutions, in coordination with Co-sponsorship Manager as needed.
   - Attend weekly staff meeting and provide program updates.
   - Attend network meetings, maintain regular communications with the representatives from ECDC, state and counties, and resolve any issues that might arise while delivering services.
   - Report program changes to the director, program staff as necessary.
   - Represent ECDC/MCC VT at meetings with partners, funders and other organizations.
   - Provide back-up support for Case Managers.

2) **Program Financial Management**
   - Maintains and balances petty cash fund for office.
   - Ensures that all transactions comply with ECDC financial policies and procedures.
   - Provides data systems training and support to staff and interns.

3) **Program Staff Management**
   - Direct management, guidance and coaching of Case Managers
   - Coordinate or provide coverage to Case Managers during their absence to avoid a vacuum in service delivery to the client.
   - Ensures Case Managers accountability, including:
     - Coordinate with Director to hire and terminate case managers.
     - Address Case Managers concerns in accordance with ECDC Personnel Practices.
     - Manage Case Managers schedules, ensuring efficient use of time.
     - Provide new case manager training on program goals, best practices, protocols, procedures, policies, and ECDC/MCC VT workflow.
   - Consults with director and other service staff on case management strategies for complex cases.
4) **Program Monitoring, Evaluation and Reporting**

- Monitor program case files to ensure quality and compliance.
- Review service documentation in the database and provide feedback to staff to ensure ongoing compliance and the highest quality service provision.
- Monitor program compliance and success on a monthly basis, and as deemed necessary.
- Ensures service provision and documentation are completed within required periods.
- Ensure data integrity and accuracy.

5) **Programs Development**

- Work with Director to create and maintain a values-based, high performing culture with efficient and high quality services.
- Work with the Director for the creation of new resettlement programs.
- Actively seek funding support for resettlement program activities.
- Helps plan retreats, staff meetings and professional development trainings for all staff.
- Help with the planning of ECDC/MCC VT Annual First Refugee Thanksgiving Dinner and World Refugee Day.

6) **Office Management**

- Respond to emails and phone calls within 24 business hours.
- Create and maintain an inventory of office items (e.g. car seat, booster, stroller etc…).
- Provide up keep of ECDC/MCC van (when one is available).
- Other duties as assigned.

**Supervision Exercised.** This position will have supervision responsibilities, including helping with interviewing and training case managers, volunteers and interns; planning, assigning, and directing work; addressing complaints; and resolving problems.

**Education, Experience, Knowledge, Skills and Abilities**

- Commitment to ECDCMCC VT’s mission.
- Master’s degree in nonprofit management, Management, Social work or International Studies preferred; may substitute appropriate professional experience.
- Three to four (3-4) years progressive work experience with social programs/direct service delivery to clients in a cross-cultural environment. Experience with a community-based organization preferred.
- Minimum two (2) years management experience in resettlement, including staff management, program development, financial management, monitoring, evaluation, and advocacy experience.
- Coalition-building skills and ability to communicate and work effectively with a variety of stakeholders.
- Demonstrated ability to develop and nurture teams.
- Excellent and effective written and verbal communication skills.
- Strong ability to negotiate (i.e. persuasive skills with landlords to secure refugee housing).
- Proven people management and leadership skills.
- Proven ability to manage multiple programs simultaneously as we grow.
- Ability to train and mentor staff.
- Accuracy and attention to detail in written work.
- Demonstrated computer skills; ability to use Microsoft Office and Google Applications, required.
- Experience working with refugees or other diverse populations.
- Excellent interpersonal skills; ability to work successfully with integrity in a cross-cultural environment and with limited English speaking clients.
- Ability to set priorities, manage time, and meet deadlines effectively; and to be flexible and work well under pressure in a fast-paced team environment.
- Background check and clean DMV record.
- Proof of eligibility to work in the United States.

**BENEFITS.** ECDC offers an excellent benefits package including health, dental, life and disability insurance, paid holidays, vacations and sick days as well as a generous retirement plan.
TO APPLY. Submit by fax, mail, or e-mail: (1) a cover letter; (2) a résumé; and (3) a short writing sample (2-3 pages) solely authored by the candidate; (4) three professional references; and (5) salary requirement via email to jwiah@ecdcus.org. No telephone inquiries, please.

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