



JOB ANNOUNCEMENT

Position Title: Resettlement Program Manager
Department/Division: ECDC Multicultural Community Center (WI)
Reports to: ECDC/MCC Director
Status: Full-Time/Non-Exempt
Location: Wausau, Wisconsin (Remote work not possible)

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 staff. The position will manage the R&P/APA programs, including all case management activities. The Position will provide program progress reports to the Director, and ongoing compliance of program contracts related to the resettlement programs. The Program Manager will ensure that program goals are established, met, and reported accurately. The position will directly supervise case managers, following ECDC MCC procedures and policies, guidance, training, accountability for performance, and day-to-day scheduling of case managers. The position will work with the Director and Co-Sponsorship Coordinator to create supportive and complementary programming to assist refugees as they integrate into the local community. The position will actively meet and coordinate with other service providers to ensure efficient service provision.

Key Responsibilities

1) Program Management

- Provide program oversight to Case Managers.
- Ensure consistent, timely, and effective communication between Case Manager and other stakeholders to ensure efficient workflow and timely services to clients.
- In collaboration with the Co-sponsorship Coordinator complete case assurances and track refugee arrivals.
- Ensure case closure at 90 days after arrival.
- Ensure all casefile information is entered correctly and added to the Arrivals spreadsheet.
- Collaboratively address program challenges and implement solutions, in coordination with the Co-sponsorship Coordinator as needed.
- Attend weekly staff meetings and provide program updates.
- Attend network meetings, maintain regular communications with the representatives from ECDC, the state, and counties, and resolve any issues that might arise while delivering services.
- Report program changes to the Directors, and program staff.
- Represent ECDC/MCC WI at meetings with partners, funders, and other organizations.
- Perform all functions of a Case Manager when needed.

2) Program Financial Management

- Maintain and balance petty cash fund for the office.
- Ensure that all transactions comply with ECDC financial policies and procedures.
- Provide data systems training and support to staff and interns.

3) Program Staff Management



- Direct management, guidance and coaching of Case Managers and developing training plans for program staff.
- Coordinate or provide coverage to Case Managers during their absence to avoid a vacuum in service delivery to clients.
- Ensure Case Managers' accountability, including:
 - Coordination with the Director to hire and terminate case managers.
 - Address program staff concerns in accordance with ECDC Personnel Practices.
 - Ensure that Case Managers are performing tasks efficiently and within scope of program services.
 - Provide new case manager training on program goals, best practices, protocols, procedures, policies, and overall agency workflows.
- Consult with the Director and other service staff on case management strategies for complex cases.
- Discuss case assurances for complex cases with program staff and in consultation with the Director.

4) Program Monitoring, Evaluation, and Reporting

- Monitor program case files to ensure quality and compliance.
- Review service documentation 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.
- Ensure service provision and documentation are completed within the required time periods.
- Ensure data integrity and accuracy.

5) Program Development

- Work with the Director to create and maintain a values-based, high performing culture with efficient, trauma-informed and high-quality services.
- Work with the Director to develop new programs, identifying any gaps in service delivery or unique refugee needs in the community.
- Assist Community Engagement Manager and Director in seeking funding support for resettlement program-related activities.
- Help to plan retreats, staff meetings and professional development training for all staff.
- Assist with event planning (i.e., World Refugee Day).

6) Office Management

- Respond to emails and phone calls within 24 business hours.
- Create and maintain an inventory of R&P program-related needs (e.g., car seats, boosters, technology, etc.).
- Perform 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; and responding to client and staff complaints; and resolving problems.

Experience



- Commitment to ECDC Multicultural Community Center'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 of progressive work experience with social service programs/direct service delivery to clients in a multicultural environment. Experience with a community-based organization is preferred.
- Minimum two (2) years of management experience, including staff management, program development, financial management, monitoring, evaluation, and advocacy experience.
- Coalition-building skills and ability to communicate and work effectively with various stakeholders.
- A demonstrated ability to develop and nurture teams.
- Excellent and effective written and verbal communication skills.
- Good negotiating skills (i.e., persuasive skills with landlords to secure refugee housing).
- Proven people management and leadership skills.
- Proven ability to manage multiple programs simultaneously as agency grows.
- 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 multicultural 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 email: (1) a cover letter; (2) a résumé; (3) *three* professional references; and (4) salary requirement via email to avannoord@ecdcus.org. No telephone inquiries, please.

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