Job description: Preferred Communities Program Manager

Job Summary: The Preferred Communities (PC) Program Manager provides program leadership and accountability through intensive staff management, training, and evaluation; ensuring efficient service provision; and coordinating and resolving program challenges with other agency managers. The position will manage the PC program including PC Case Management. The Position will be responsible for the reporting, and ongoing compliance of Federal contracts related to the PC program. The PC Programs Manager will ensure that program goals are established, met and reported accurately to agency Director and ECDC HQ. They will directly supervise staff, providing department procedures and policies, guidance, training, accountability for performance, and day-to- day scheduling. They will work with ACC's Management team to create supportive and complementary programming to assist refugees as they integrate into the local community. Position will actively meet with and coordinate across departments to ensure streamlined and efficient service provision.

The PC Program provides case management to elderly refugees, asylees, and secondary migrants to help them adapt more quickly and easily to a new culture; and integrate into the community by overcoming barriers. The goal of the program is to help participants learn how to access social services, as well as learn discipline and responsibility in order to achieve economic and personal self-sufficiency.

Key Responsibilities:

Program Management

- Manage all PC and Integration program staff.
- Ensure consistent, timely, and effective communication between program staff and other departments to ensure efficient workflow and timely services to clients.
- Makes sure all case information is entered correctly in the database.
- Provide intensive support regarding the maintenance of community relationships and opportunities.
- Collaboratively address program challenges and implement solutions, in coordination with other managers as needed.
- Attend weekly management meeting and provide program updates to the management team.
- Attend network meetings and maintain regular communications with the representatives from ECDC, state and counties and resolve any issues that might arise while delivering the services.
- Report program changes to the director, management team, program staff and all- staff as necessary.
- Represent ECDC/ACC DC Metro programs at meetings with partners, funders and other organizations.
- Provide back-up support for RP case managers.
- Participate in community outreach to find resources and sources of support for the medical health needs of community members with escalated health concerns, including mental health issues and developmentally disabled community members.
- Participate in community-wide activities that promote ACC's goals.

Programs Financial Management

- Manage the non-personnel sections of program budgets.
- Reviews and authorizes expense fund requests and program expenditures
- 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.

Programs Staff Management

- Direct management, guidance and coaching of PC Case Managers
- Coordinate or provide coverage to the staff during their absence to avoid a vacuum in service delivery to the client.
- Ensures staff accountability, including:
- Coordinate with agency Director to hire and terminate staff members.
- Address personnel concerns in accordance with ECDC Personnel Practices.
- Manage staff schedules, ensuring efficient use of time.
- Create staff training for program areas; provide new staff training on program
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- goals, best practices, protocols, procedures, policies, and ECDC/ACC DC Metro workflow.
- Coordinate weekly program staff meetings and assist with monthly all-staff meeting.
- Consult with direct service staff on case management strategies for complex cases.
- Hold weekly meetings with staff and report on ongoing service delivery, outcomes and escalate issues.

Programs Monitoring, Evaluation and Reporting

- According to the auditing plan, audit PC case files to ensure service provision and documentation quality and compliance.
- Review service documentation in the database and provide feedback to the program 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 contract compliance including service provision and documentation are completed within required time frames.
- Ensure data integrity and accuracy.
- Complete PC program reports as required by the State and Federal government and other funders.
- Perform other tasks as assigned by supervisor.

Supervision Exercised. This position will have supervision responsibilities of staff, including helping with interviewing, and training employees, volunteers and interns; planning, assigning, and directing work; rewarding and disciplining employees; addressing complaints; and resolving problems.

Education, Experience, Knowledge, Skills and Abilities:

- Commitment to ECDC/ACC'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.
- Proven people management and leadership skills.
- 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 driving record.
- Proof of eligibility to work in the United States.

Licenses/Certifications: Must have a driver's license and good driving record.

Physical Demands: Moderate physical activity, which includes standing, sitting, lifting and/or walking. Ability to see within normal parameters. Ability to hear within normal parameters. Requires local travel to meetings. Ability to maintain emotional control under stress.

Environmental Factors: Work is primarily indoors in a climate-controlled building.

Contact with Others: Position involves regular contact with resettlement network affiliates; local, state, and federal government agency employees, private sector organizations, ECDC/ACC staff and community members.

Other Information: All employees are expected to comply with ECDC's employment policies while carrying out their work. The range of responsibilities outlined above may change from time to time to reflect the changing needs of the organization.

Confidentiality: All employees are required to work in a confidential manner in all aspects of their work.

Proof of Eligibility to Work in the United States: All employees must submit proof of identity and their legal authorization to work in the United States. (If a prospective employee fails to submit this proof of work authorization, federal law prohibits ECDC from hiring the person.)

ECDC is an equal opportunity employer.

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