MISSION
Driven by the Jewish value of welcoming the stranger, HIAS Pennsylvania provides legal and supportive services to immigrants, refugees and asylum seekers from all backgrounds in order to assure their fair treatment and full integration into American society. HIAS Pennsylvania advocates for just and inclusive public policies and practices.

JOB DESCRIPTION
Job Title: Refugee Resettlement R&P Program Manager
Status: Full Time, with occasional evening hours
Supervisor: Director of Refugee Programming and Planning

General Description: The overall goal of the US Refugee Resettlement Reception and Placement (R&P) program is to help newly-arriving refugee families become self-sufficient in their new communities by providing basic needs and a core group of services for their first three months in the US. HIAS Pennsylvania seeks a dynamic, experienced and detail-oriented professional to lead a high-achieving team providing compassionate and efficient social services for newly-arrived refugees.

Summary of Responsibilities
• Refugee Case Management: The Refugee R&P Program Manager provides direct case management for a small caseload of newly arrived refugees, assisting with housing, transportation, medical care, education, financial literacy, and cultural orientation needs. All refugee resettlement services are provided in a linguistically and culturally appropriate manner and are conducted in compliance with a contract with the federal Office of Refugee Resettlement, so timeliness, attention to detail and diligence in service delivery and case-noting are critical.

• Training and Supervision: Refugee R&P Program Manager will supervise the R&P team, which includes two case managers, a health coordinator, a housing fellow and two MSW interns, providing professional support, guidance, and leadership for the team. Part of this includes providing training for new staff and interns.

• Service Coordination: Refugee R&P Program Manager oversees and aligns quality of services across the R&P program, ensuring that the program is both in compliance with the federal guidelines and working toward the best interest of clients at all times. Program Manager should ensure that all program logistics, both pre- and post-arrival, are managed appropriately, developing and refining systems as needed. Prepare monthly and quarterly reports as needed, in consultation with the Director of the Refugee Program, and engage in continuous quality improvement.
HIAS PA Organizational Requirements:
- Actively participate in supervision, weekly case meetings and other department, agency, community and provider meetings, as needed.
- Keep informed about refugee and immigrant issues and available services to refugees and asylees.
- Represent the agency to stakeholders, service providers, and the general public on the national, state, and local levels.
- Conduct all services in a culturally and linguistically appropriate manner, according to agency and grantor policies and procedures.
- Other duties as assigned by the Director of Refugee Programming and Planning.

Qualifications:
- MSW with at least two years professional experience required.
- Case management experience and/or experience working with vulnerable populations required. Preference given to candidates who have experience working with refugee or immigrant communities.
- Ability to work effectively with a multicultural caseload and ethnically diverse staff required.
- Ability to exercise sound judgment in decision-making practices required.
- Strong organizational and time management skills. Skilled in doing detailed reporting and maintaining accurate case files.
- Able to identify challenges and work collaboratively with the Director to recommend solutions.
- Preference given to candidates who are fluent in one or more of our most relevant languages: Russian, Ukrainian, Swahili, Arabic, Nepali, French, Burmese, Pashto, Dari, Farsi.
- Excellent verbal and written communications skills required.
- Ability to communicate effectively through a 3rd party interpreter.
- Strong computer skills, including Microsoft Office applications, with accuracy in data entry.
- Valid driver’s license required.

HIAS PA is a fast-paced environment with some traffic in the office and a moderate amount of noise. The office functions as a team with a high degree of collegiality.

Benefits: Employment package includes comprehensive health care insurance coverage, 403(b) retirement account, and very generous paid holiday leave and vacation provisions.

Compliance Statement: In the performance of their functions as detailed in the position description employees have an obligation to avoid ethical, legal, financial and other conflicts of interest to ensure that their actions and outside activities do not conflict with their primary employment responsibilities at the agency. Employees are
also expected to understand and be in compliance with applicable laws and agency policies.

**Statement of Non-discrimination:** HIAS Pennsylvania is an equal opportunity employer and does not discriminate against anyone on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, disability, genetics, protected veteran status, political affiliation or belief, or any other characteristic protected by federal, state or local laws.

This is a full-time, exempt position.

To apply, send cover letter and resume in pdf form to Yvonne Leung, yleung@hiaspa.org. No phone calls please.