



## **Refugee Resettlement Program Manager**

**Job Title:** Refugee Resettlement Program Manager

**Department:** Social Services - Refugee Resettlement Reception & Placement Program

**Supervisor:** Director of Social Services

**Status:** Full-time, Exempt

**Location:** Philadelphia, PA (HYBRID)

**Salary:** \$68,000 - \$75,000 (commensurate with experience)

**Start Date:** As soon as possible

**Mission:** HIAS Pennsylvania supports low-income immigrants of all backgrounds as they build new lives in our community. Through Immigrant legal services and an array of social services, we work to address their needs, defend their rights, and advocate for their equitable inclusion in American society.

**General Description:** The overall goal of the U.S. Refugee Resettlement Reception and Placement (R&P) program is to help newly arrived refugees become self-sufficient in their new communities by providing basic needs and a core group of services for their first three months in the U.S. 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:**

#### **R&P Programmatic Responsibilities**

- Provide oversight to all active cases of newly arrived refugees, assisting the R&P team with service coordination such as airport pick-ups, home visits, public benefits, housing, transportation, medical care, education, financial literacy, and cultural orientation needs.
- Supervise the R&P team, which currently includes four R&P Case Managers, a Case Aide, a Housing Coordinator, a Housing Case Manager, and MSW interns. Provide professional support, guidance, and leadership for the team.
- Screen, interview, onboard, and train new R&P staff and interns.
- Oversee and align the quality of services across the R&P program, ensuring that the program is in compliance with the Federal Bureau of Population, Refugees, and Migration (PRM) guidelines (called the "Cooperative Agreement"), and works toward the best interest of clients at all times.
- Manage all program logistics, both pre-and post-arrival with the team. Assign new refugee cases in the Immigration & Refugee Information System (IRIS) database.
- Develop and refine systems as needed and support continuous quality improvement. This includes conducting case file and case note quality assurance reviews and overseeing the collection of client feedback to incorporate into program design and service provision.
- Assist the Director of Social Services in determining R&P site design, capacity numbers, and budget to submit to HIAS Inc., a national Resettlement Agency that HIAS PA is affiliated with.
- Co-lead the Philadelphia Regional Refugee Providers' Collaborative (PRRPC) and maintain the PRRPC listserv and communication with other refugee resettlement agencies.
- Prepare monthly and quarterly reports as needed in consultation with the Director of Social Services.

**HIAS PA Organizational Responsibilities:**

- Actively participate in supervision, weekly case meetings, and other department, agency, community, and state providers' 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/funder policies and procedures.
- Other duties as assigned by the Director of Social Services.

**Qualifications:**

- Master of Social Work (MSW) with two years of post-master's practice 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 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 of Social Services to recommend solutions.
- Preference given to candidates who are fluent in one or more of our most relevant languages: Russian, Ukrainian, Swahili, Arabic, French, Dari, Pashto, Farsi, and Burmese.
- Excellent verbal and written communication skills required.
- Ability to communicate effectively through a 3<sup>rd</sup> party interpreter.
- Strong computer skills, including Microsoft Office and Google Workplace applications with accuracy in data entry.
- Valid driver's license required.
- Current (within one year) PA Criminal Background Check, PA Child Abuse Clearance, and FBI Fingerprint Check.
- Proof of COVID vaccination and booster. Ability to work in the office three days a week.

**Other Information:** HIAS Pennsylvania is currently working on a hybrid work model. HIAS Pennsylvania requires all staff to be fully vaccinated against COVID-19 with the exception of those who have approved medical or religious belief exemptions.

**Why Join the HIAS PA Team?**

- Competitive salary commensurate with experience
- Exempt position with a 35-hour workweek
- Employment package includes company-paid comprehensive health insurance coverage.
- 403(b) Retirement account with employer contribution
- Generous Time Off including Vacation, PTO, & Paid Holidays
- Company-paid life insurance, short-term and long-term disability insurance

**How to Apply:**

HIAS Pennsylvania is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, gender identity, sexual orientation, age, marital, veteran or disability status, political affiliation, or beliefs. We believe that diversity enriches our organization and helps us to fulfill our mission. All qualified applicants, including those who represent minority and marginalized groups, are strongly encouraged to apply.

**To apply, please send a cover letter and resume in PDF format to [humanresources@hiaspa.org](mailto:humanresources@hiaspa.org). Please make the title of the position that you are applying for the subject of your email. If you would like to be considered for more than one open option position, please indicate so in your email and cover letter. No phone calls, please.**