



## **Assistant Director of Programs**

The Refugee Center is looking for an Assistant Director of Programs to join our team to support refugee and immigrant clients with resettlement.

The Refugee Center (TRC), with an office in Champaign, IL, exists to provide services essential to refugee and immigrant resettlement in East Central Illinois, and to aid in the exchange and preservation of their respective cultures. Globally aware but locally focused, our professional, compassionate staff provide interpretation services and advocacy in court hearings, doctors' appointments, school conferences, and other settings. For 40 years, we've helped people find stability in their new homes through counseling, tutoring, community health programs, and support in completing paperwork for work, school, and government programs.

The Assistant Director of Programs will be a senior leader who will lead on creating and overseeing the strategy of our programs. Supervised by the Executive Director, the Assistant Director of Programs will have a meaningful role in ensuring maximum impact of our programs, collaborating across functional areas, and setting organizational practices and goals.

### **Responsibilities:**

- Program Strategy & Operations
  - Oversee all programmatic activities and staff
  - Work with Executive Director to set programmatic goals
  - Develop and implement program strategy
  - Track progress and trends related to programmatic goals, outcomes, and deliverables
  - Analyze department impact and identify areas of opportunity and growth
  - Monitor and manage data quality submitted by program team for internal needs and grant reporting purposes
  - Continuously improve support to clients and measure client satisfaction with a trauma informed and client centered approach
  - Work with local partners on opportunities to benefit TRC's programming
  - Collaborate cross-functionally with other departments when needed, such as Communication regarding program outreach and Grants regarding program deliverables for applications and reporting purposes
  - Establish structures, processes, and policies within program teams to streamline and add value to our work

- Work with Executive Director and Assistant Director of Operations on department budget
- Represents The Refugee Center as needed with funders, donors, and community partners
- Staff management
  - Oversee and mentor all program staff, including our Client Services team, Refugee Resettlement team, Cultural Orientation Coordinator, Tutoring Program Assistant, workshop facilitators, and Volunteer Coordinator
  - Facilitate regular department meetings and one on one meetings with program staff
  - Conduct performance evaluations of program staff
  - Identify and support professional development initiatives
  - Monitor case worker caseloads, troubleshoot issues, and develop systems to minimize burnout potential
  - Communicate staffing needs for program department
  - Work with staff to maintain high level of employee performance in program department

**Required qualifications:**

- Solid experience in a related field, such as management, social work, human services, nonprofit management, education, and/or program strategic
- Ability to prioritize tasks and delegate responsibilities
- Understanding of our programmatic services, especially client management
- Excellent communication and follow-through
- Upholds a high level of confidentiality and empathy
- Organizational skills
- Excellent judgment and ability to proactively make decisions
- Ability to analyze and solve problems
- Strong relationship management abilities
- Interest in building and amplifying holistic solutions
- Passionate about our mission

**Preferred qualifications:**

- Working proficiency in Spanish
- Experience in immigrant and/or refugee rights or services
- Experience leading teams and managing staff
- Knowledge of applying for public benefits in Illinois
- Experience working within local community and maintain those partnerships
- Knowledge of current issues and trends that immigrants and refugees experience and difference approaches to address those realities
- Experience working with people from different cultures

**Compensation & Benefits:**

- Salary starts at \$47,000/year less applicable withholdings

- Medical insurance with a 50% premium cost sharing model
- Supplemental dental, vision, and life insurance
- Monthly stipend for mobile phone usage

The Refugee Center is working closely with public health professionals to meet and exceed safety guidance for our staff and clients. Clients and staff are required to wear masks at all times that they are in our office and we are currently requiring staff to either provide proof of vaccination against COVID-19 or take a weekly COVID-19 test.

Due to the work expectations of this position, there is a requirement to work in our Champaign, IL office with the option to adopt a hybrid schedule after initial orientation and training period.

If interested, please apply to [jobs@trc-cu.org](mailto:jobs@trc-cu.org) with your resume. No phone calls please. The Refugee Center is an equal opportunity employer.