



## **Program Manager, Resettlement (full-time)**

The Refugee Center is looking for a Resettlement Manager 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 Resettlement Manager will be a senior member of the Resettlement Team to organize and execute activities around the initial 90 day process for newly arrived refugee clients to meet resettlement goals. The Manager will be supervised by the Assistant Director of Programs and manage a staff of Resettlement Caseworkers.

This is a full-time position. Due to the nature of the role, it is required to work in-person out of our Champaign, IL office.

### **Responsibilities:**

- Lead and manage program around all activities for 90 day resettlement period for new immigrant and refugee client
- Lead and manage programs for Office of Refugee Resettlement funded populations after their first 90 days
- Lead weekly Resettlement Team meeting to communicate weekly goals, discuss progress, and assign tasks
- Supervision
  - Train and mentor a team of Caseworkers on Resettlement activities
  - Manage and support Caseworker performance
  - Ensure and track that team has completed required compliance training
  - Develop training and growth plans for Resettlement staff, proactively seeking opportunities for professional development
- Program Administration
  - Act as first point of contact for agencies regarding new resettlements
  - Assign Caseworkers to new client cases

- Proactively assess what is needed for the program and clients, and propose solutions for how to bridge any gaps
- Ensure Resettlement team's work and documentation are in compliance with grant contracts and requirements, including quality control and case file review
- Collaboratively work with team to create, research, and make available educational resources for clients to promote acclimation and understanding
- Document and compile resettlement data and expenses information for grant reporting purposes
- Communicate internally across departments and teams regarding updates with the resettlement program
- Community Engagement
  - Attend meetings with resettlement agencies, local authorities, and community groups
  - Develop and foster partnerships, communicating needs of client base and using creating opportunities for local support to fill needs
  - Communicate back any critical partner updates internally and work with leadership on any broader strategy changes
  - Work with Volunteer Manager to communicate in-kind donation and volunteer placements needs for the resettlement program

**Required qualifications:**

- Experience working in program management, social work, direct service, and/or immigrant populations
- High level of organizational skills and detail orientation
- Proactive and solutions focussed
- Ability to assess changing information and adapt in a growing program
- Strong relationship building and management skills
- Empathy and understanding for refugees and immigrants
- Excellent written and verbal communication skills
- Able to maintain confidentiality of sensitive information and situations
- Experience working with people from different cultures

**Nice to have:**

- Experience managing a team
- Fluency in any of the languages spoken in Afghanistan especially Pashto and/or Dari
- Knowledge of and experience in refugee resettlement
- Experience with project management
- Knowledge of community resources, community organizing, and/or engaging stakeholders
- Understanding of trauma informed care

**Compensation & Benefits:**

- Salary starts at \$ 40,000-41,600/year less applicable withholdings

- Option between participating in employer sponsored medical plan or a monthly healthcare stipend
- Mobile phone stipend

The Refugee Center is working closely with public health professionals to meet and exceed safety guidance for our staff and clients. At this time, mask wearing is optional at The Refugee Center. However, should local transmission rates rise, our policy may change.

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