

Lutheran Services Carolinas

Job Description

Job Title: Immigrant Services Coordinator

Supervisor (title): Director of Programs

Department: Refugee and Immigrant Services

Approved by: Syhesia Sharpe



Date: 4/10/2019

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The Immigrant Services Coordinator will oversee Unaccompanied Children (UC) Post Release and Home Study Services in both North and South Carolina. S/he is accountable for contract compliance and fiscal management. The Services Coordinator will provide effective leadership to program staff in **both states** and deliver quality services to individuals served. S/he develops and cultivates resources to support and expand program services. S/he represents Immigrant Services in communications with other service providers, community groups, employers and LIRS. S/he supervises, directly or indirectly, case management staff as well as program volunteers and interns. S/he guides staff in prioritizing service delivery tasks to ensure contractual compliance, timely delivery of services, proper reporting, and, most importantly, to ensure that the needs of the most vulnerable clients are addressed. Parameters of service provision are spelled out in detail by our funders. Documentation demands are both rigorous and extensive.

Essential Functions *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Supervise and direct staff through staff meetings, reports review, case file audits and regular trainings. Develop and conduct introductory and on-going staff training.
2. Actively participate in all LIRS meetings, calls and trainings. Remain abreast of policy and procedural changes initiated by the contractor or Office of Refugee Resettlement. Maintain Policy and Procedure file and immediately share updates with Immigrant services staff.
3. Supervise service provision and ensure compliance with all reporting requirements as requested by ORR, LIRS and/or LSC. Ensure compliance with CQI, confidentiality standards, contractual obligations and HIPAA guidelines in service delivery and case documentation.
4. Build and maintain effective working relationships with colleagues, clients, sponsors, legal service providers, law enforcement and other service providers.

5. Work effectively with supervisor to achieve the priority mandates of the Immigrant Service Coordinator position.
6. Follow all Lutheran Services Carolinas policies and procedures.

Supervisory Responsibilities, if an *(The scope of the person's authority, including the positions that report to the incumbent.):*

UC Case Managers

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Bachelor's degree in human services or related field.

Experience: Minimum of three years experience or 1 year with Master's degree. Cultural competency, management, administration and supervisory experience is required.

Specific skills/abilities: Excellent reading, writing and speaking skills in the English language. Computer literacy, awareness and sensitivity to the service population's cultural and socio-economic characteristics.

Specialized knowledge, licenses, etc: Bilingual Spanish

Preferences (Optional): *(Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual).*

- Ability to calmly balance competing demands
- Flexibility in managing staff with varying work styles
- Sensitivity to cultural and socioeconomic differences
- Willingness to comply with extensive and rigorous documentation demands
- Attention to detail
- Discretion
- Good public relations and interpersonal skills
- Flexibility
- Proficiency in Microsoft Excel
- Willingness to make tough decisions in an environment of constrained resources

- Insight into human behavior and motivations
- Insight in immigrant communities
- Compassion
- An optimistic attitude

Working Conditions/Physical Requirements: *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Usual office conditions apply, sitting at desk in front of computer.
2. Ability to bend, stoop, lift and carry, reach overhead.
3. Ambulatory throughout all areas.
4. Travel within North and South Carolina is required.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.