

Lutheran Services Carolinas

Job Description

Job Title: Refugee 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 Refugee Services Coordinator oversees Refugee Resettlement Services and is accountable for contract compliance and fiscal management. S/he develops and cultivates resources to support and expand program services. S/he represents Refugee Services in communications with other service providers, community groups, employers and LIRS. S/he coordinates Refugee Support Services (RSP), Reception and Placement (RAP), Intensive Case Management (ICM) and Matching Grant (MG) program services and directly supervises program staff. S/he guides staff in prioritizing service delivery tasks to ensure contractual compliance, timely delivery of core services, proper reporting, and, most importantly, to ensure that the needs of our 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. Oversee daily operations of the resettlement services team, providing guidance, leadership and direct support in all aspects of service provision.
2. Oversee the recruitment, hiring, and training of resettlement services team members and ensure they are properly supervised.
3. Monitor the delivery of core resettlement services to ensure compliance with all program standards and grant requirements in accordance with the Reception and Placement Cooperative Agreement, Matching Grant and Intensive Case Management guidelines and other contract requirements.
4. Ensure that all electronic and hard case files and databases are maintained in accordance with contract requirements and all records required by I are submitted on time and in accordance with guidelines.

5. Oversee and approve client expenses on Reception and Placement and Matching Grant ensuring costs are maintained within allocated funds.
6. Ensure timely delivery of all RSS, R&P, ICM and Matching Grant case reports.
7. Maintain ongoing communication with the Director of Programs on the status of the programs, clients and outcomes and provide timely reports on any management and contract compliance issues.
8. Build and maintain effective working relationships with colleagues, clients, co-sponsors and volunteers, local providers and organizations.
9. Cultivate culture of teamwork and leadership development.
10. Follow all Lutheran Services Carolinas policies and procedures.
11. Other duties as assigned

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

R&P Case Manager, MG Employment Specialist, Mentorship Developer, ICM Case Manager, Interpreter and other positions as necessary.

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 required, in social work or related field.

Experience: Minimum one year experience in managing human service programs including supervisory experience.

Specific skills/abilities: Proven ability to work under pressure with deadlines and manage multiple priorities in a fast-paced environment. Outstanding organizational, leadership and team-building skills. Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited-English proficiency speakers. Proficient in Microsoft Office applications (Word, Excel, Outlook, PowerPoint), internet research, and experience using databases and information gathering systems.

Specialized knowledge, licenses, etc: Valid driver's license and reliable access to an insured vehicle.

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
- 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
- Willingness to make tough decisions in an environment of constrained resources
- Insight into human behavior and motivations
- Bilingual
- Experience living in a developing country
- 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 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.