TITLE:
Refugee and Immigrant Program Supervisor (Full-Time Position)

STATUS:
Exempt

SUPERVISOR:
Director of Refugee & Immigrant Services

CATEGORY:
Supervisor

POSITION SUMMARY:
In a manner consistent with clients’ language and cultural barriers, agency mission, strategic plan and funding guidelines the Refugee and Immigration Program Supervisor oversees, develops, implements and evaluates various programs for immigrants and refugees, including service coordination, refugee resettlement, and related programs. The Refugee and Immigration Program Supervisor maintains and refines relevant department systems and procedures required to coordinate, facilitate and monitor activities as well as explores innovative ways to address evolving needs in the refugee and immigrant community. As the lead supervisor in multi-agency collaborations, the Refugee and Immigration Program Supervisor works closely with partner agencies to ensure smooth operations and high quality performance outcomes.

QUALIFICATIONS:
• Master’s Degree in social work, education or related field preferred
• Minimum 5 years’ experience working in administration and exposure to working with immigrants or refugees, human services and/or service coordination
• Strong administrative, management, training and organizational skills
• Familiarity with data collection systems
• Proficiency in foreign languages a plus

COMPETENCIES:
• Excellent interpersonal communication and writing skills
• Ability to work independently and to manage the work of others
• Ability to work collaboratively and effectively as part of a team
• Cultural sensitivity to the populations served by JF&CS

DUTIES AND RESPONSIBILITIES:
Accountability:
• Maintains accurate data on programs through agency information system and other means
• Produces accurate, timely reports on relevant departmental programs and partner agencies
• Refines and tracks outcomes and benchmarks for relevant programs and partner agencies
• Monitors and acts on statistical data related to performance and productivity of relevant departmental programs and partner agencies
• Manages quality control of relevant data related to the JF&CS information system in collaboration with Information Systems Director, senior management and partner agencies

Personnel Management:
• Ensures essential resources are available for staff to perform their respective tasks
• Supervises and evaluates service coordinators, navigators and administrative staff
• Oversees productivity and quality of work performed by staff
• Develops, implements and coordinates relevant department meetings and trainings
• Assists staff with their talent development through training, special projects and other efforts
• Manages volunteers and interns, as appropriate

Coordination:
• Develops and maintains mutually beneficial collaborations with partner agencies and community organizations
• Participates with other administrative staff in the overall smooth operation of the JF&CS
• Sets staff meeting agendas and monitors assigned task assignments generated at meetings

Development:
• Identifies emerging needs in community appropriate for JF&CS to address
• Develops new program approaches to address emerging needs in community
JOB DESCRIPTION

- Evaluates and modifies existing departmental programs to better meet community needs

**Marketing:**
- Promotes the work done by JF&CS at various professional and community settings
- Provides public presentations on behalf of JF&CS

**Direct Service:**
- Provide direct services to clients as needed
- Provides training to both internal and external individuals/groups

Other duties as needed.

EMPLOYEE SIGNATURE: ________________________________  DATE: ____________________

PLEASE SUBMIT RESUME AND COVER LETTER TO: jobs@jfcspgh.org