

**CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION**

TITLE: State Refugee Outreach Manager
SUPERVISED BY: State Refugee Coordinator
STATUS: Full-time/exempt
UPDATED: 10/12/2022

JOB SUMMARY:

This position will work with the Alaska Office for Refugees staff to develop, maintain, and grow refugee services statewide. This position will focus specifically on developing statewide resources in remote locations of resettlement (areas outside of Anchorage) where there is no resettlement agency. This includes developing relationships in local non-profits, health clinics, government, faith-based communities, and more.

This position will serve as the primary contact in Alaska for private sponsors. The position will help private sponsors navigate refugee funded services in their local communities and statewide as well as develop resources which can be provided to sponsors to help them navigate resettlement services.

Duties of the State Refugee Outreach Manager include collaborating with national, local and community partners to maximize resources for the resettlement and successful integration of refugees into Alaska. This position also works closely with stakeholders, community partners and local government.

We are looking for a someone who is self-motivated and curious in their approach and possesses the following qualities: Lifelong learner with passion and compassion for the people we serve; passion for creating trauma informed services and systems; strong project management and program development skills.

QUALIFICATIONS:

Competencies: Must be able to maintain program/participant/agency confidentiality and treat each individual with dignity and respect. Must have the ability to establish and maintain professional boundaries with staff, program participants and volunteers. Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility. Ability and desire to work with a variety of people to carry out the mission and purpose of the program. Ability to provide supervision and be a team member with program staff, agency personnel, and community service providers. Ability to handle crisis situations with minimum supervision. Excellent interpersonal skills required. Ability to work alone or as part of a team.

Education/Experience: Bachelor's degree in relevant field. Education qualifications can be waived if client has three years of work or life experience in refugee resettlement.

Skills: Excellent communication skills (oral and written) and computer skills. Discretion, flexibility, and organizational ability sufficient to fulfill position responsibility with minimum supervision. Ability to relate to other employees, program participants and the public. Excellent interpersonal and team building skills.

Duties & Responsibilities:

1. Develop relationships with service providers, state and local government, schools, faith-based organizations, ethnic based community organizations, and more in new resettlement communities statewide. Consistently follow the trends of resettlement in Alaska and work to identify growing communities to ensure the Alaska refugee program is equitable in-service provision across the state.
2. Provide education to community members on the Alaska refugee program as well as the services provided. This position would regularly be providing in person and virtual community presentations as well as meeting on a one-on-one basis.
3. Design, write, and develop outreach materials outlining services available to ORR eligible populations living in Alaska. Develop various outreach materials to enhance resources and to improve pathways to services across Alaska.
4. Coordinate with new private sponsors who are participating in refugee resettlement. Provide training to private sponsors on the Alaska refugee program as well as best practices in assisting refugee arrivals.
5. Create, recruit, and host the Refugee Advisory Committee for Alaska. This committee will be made up of former refugee arrivals to Alaska which will meet quarterly to advise the Alaska refugee program on program development, needs, and best practices. Maintain a positive working relationship with the Refugee Advisory Committee to ensure that refugees voices are centered in the development of programs.
6. Work closely with the State Refugee Housing Manager to develop housing relationships in newly developing refugee communities.
7. Manage special projects to address specific and unique populations (e.g. Cuban/Haitian Entrants).
8. Participate in Quarterly Refugee Partner Meetings to develop and manage new collaborative partnerships.
9. Other duties as assigned.

Physical Requirements: Ability to travel.

Training Requirements: Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____