



POSITION TITLE:	Program Director
FLSA:	EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	YES/NO
CREATED DATE:	12/15/23
REVISION DATE:	

POSITION SUMMARY

The Refugee Assistance and Immigration Services (RAIS) Program serves refugees, Asylees, Victims of Trafficking, humanitarian parolees, and other Office of Refugee Resettlement eligible populations. The program consists of offices in Anchorage, Wasilla, and Delta Junction. RAIS programs include: case management, reception and placement, health promotion, employment, and youth and elder programming. This position is a part of the RAIS management team that consists of two Program Directors and a Senior Director. The position includes supervision of employees and volunteers and compilation and submission of statistical information and activity reports for the program. The Program Director will be responsible for coordinating regular audits of RAIS files in multiple programs, such as Reception & Placement, ORR programming, and TANF.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

REQUIRED COMPETENCIES

Abilities/Skills: Excellent communication skills (oral and written) and computer skills. Must have skills in the areas of budget management and employee supervision. 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.

Competencies: Must be able to maintain program/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 work

with and advocate for the homeless. Ability to handle crisis situations with minimum supervision. Excellent interpersonal skills required. Ability to work alone or as part of a team.

RESPONSIBILITIES:

1. Program Implementation/Design and Development/Evaluation: Fulfill program mission. Operate within mission/philosophy of agency. Implement program goals and objectives. Evaluate and measure outcomes of program services. Utilize data to inform recommendations and changes. Recommend program service adjustments to Senior Director. Adjust service delivery based on changes to federal grant requirements. Utilize approved Alaska State Plan to ensure that delivery of refugee services is in alignment with federal funding.
2. Planning: Monitor needs assessments and design strategies for service delivery. Draft program goals, objectives, and methodologies. Work with agency and staff personal on planning and training for Emergency Response.
3. Client services: Ensure smooth operations of program through regular file audits. Ensure accurate and timely data entry in Apricot database system.
4. Client advocate: Attend to specific client needs as necessary, act as advocate on behalf of population served and/or individual clients, when necessary. Hear and address client grievances. Assist staff with complex problem-solving around clients' needs utilizing the resources of the program and strengths of the staff.
5. Fiscal Management: Work with Finance and Grant Administrator to draft operating, capital, and grant budgets. Monitor all financial reports. Code and authorize check requests. Operate within approved budget. Assist with long range financial planning. Complete duties within timelines and budget.
6. Personnel Management: Recruit, screen, hire; train, coordinate continuing education; support, supervise, evaluate; oversee health, morale, and welfare; discipline and terminate staff. Approve leave requests, authorize timesheets, handle other personnel actions. Draft/amend job descriptions. Meet regularly with staff you directly supervise and build a rapport with staff across the program with an emphasis on a teamwork approach.
7. Policies, Procedures, and other Regulations: Monitor and comply with all agency, municipal, state, and federal regulations regarding program operations and/or funding requirements/restrictions. Draft/implement/enforce appropriate program policies and procedures.
8. Inter/intra agency relations: Attend agency Directors' meetings, and other meetings/events as required. Network with other providers and attend community meetings on behalf of the agency as needed. Act as liaison between program and the rest of the agency. Provide leadership in community networking.
9. Presentations: Develop and present presentations to community groups, faith-based groups, university students and more around RAIS services. Plan and schedule with staff partnerships with these groups for in-kind and volunteer support.
10. Reporting: Submit narrative, statistical, grant, and other reports as required.
11. Other duties as assigned.

QUALIFICATIONS:

Minimum Experience and Minimum Education: Bachelor’s degree in social work, sociology, psychology, counseling, business, or a related field. Three years minimum experience working in health or human services required, preferably in a non-profit or state agency. Two year of supervisory experience.

Qualifications required in the first six months of employment: 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.

Preferred Qualifications: Experience working cross-culturally.

WORK ENVIRONMENT

Work Environment: In office work in Anchorage.

Travel: Must be willing to travel locally in Anchorage and occasionally to remote office locations in Wasilla and Delta Junction.

Location: Anchorage

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>

Physical Requirements: Ability to travel.

Training Requirements: