



POSITION TITLE:	Program Manager (Set-Aside)
FLSA:	EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	
CREATED DATE:	2/1/24
REVISION DATE:	

## POSITION SUMMARY

The Set-Aside Program Manager is responsible for programmatic oversight of Refugee Health Promotion, Youth programming including Youth Mentoring and Refugee School Impact, as well as the Services to Older Refugee Program in Refugee Assistance & Immigration Services (RAIS). These set-aside programs assist clients on their path to self-sufficiency through targeted programming. In health promotion the core services are Health Orientation, Medical Case Management, Health Education, and Wellness Groups. The Refugee School impact grant assists clients 0-18 and their families in navigating the American school system and providing enrichment activities. Youth Mentoring works with refugee youth ages 15-24 to match clients with mentors and provides additional case management to help youth navigate continuing education or job training. The Services to Older Refugee Program focuses on enrichment activities and citizenship assistance. This position will oversee programmatic staff working in each of these program areas, ensuring that best practices and grant goals are being met and may require evening and weekend hours to oversee enrichment activities and health fairs.

## 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 –

## ABOUT OUR PROGRAM/DEPARTMENT

Refugee Assistance & Immigration Services (RAIS) provides a bridge for refugees (individuals who have had to flee their countries of origin due to the tragedies of persecution and war) and other new arrivals from their former life experiences to the new skills required for success in the United States. Through a focus on economic self-sufficiency, community integration, and a respect for unique cultures, history and traditions, RAIS creates an environment of compassion and encouragement for refugees to flourish.

## REQUIRED COMPETENCIES

**Competency:**

- Must be able to maintain program/guest/agency confidentiality and professional boundaries while treating each individual with dignity and respect.
- Highly organized with keen attention to detail.
- Self-motivated and directed with the ability to work alone or as part of a team.
- Works well within a rapidly changing environment. Supports group decisions and puts group goals ahead of personal goals.
- Communicates openly and honestly.
- Deals with difficult and adverse events while maintaining professionalism.
- Responds appropriately in the face of tension, emotion, and resistance and seeks support from others when necessary.
- 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.

**Knowledge:**

- Knowledge of working with people from different cultures.
- Knowledge of health topics and of the Alaska healthcare and public benefits system (ie. be able to identify ways in which refugees can improve access to medical care).
- Knowledge of the local school system and be able to help support and orient families into navigating the system.

**Skill:**

- Excellent interpersonal skills
- Strong oral and written communication skills.
- Proficient in basic office applications such as Word, Excel, etc.
- Familiarity with computers, internet and experience with e-mail required.
- Ability to gather information and assess client situation rapidly and accurately.
- Ability to complete paperwork thoroughly and accurately.
- Ability to write grant and program reports.
- Ability to compile data related to grant outcomes, and complete paperwork thoroughly, accurately and timely.
- Ability to develop effective improvement plans as well as the aptitude to build partnerships to see those plans through to completion.
- Bilingual preferred.
- Problem solving.
- Critical thinking.
- Budget management
- 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.

**RESPONSIBILITIES:**

- Directly supervise team of employees in the set-aside programs (Health Promotion, School Impact, Youth Mentoring and Older Refugee) supporting their onboarding, training, and grant compliance.

- Work closely with case management staff and administrative staff to further knowledge of the needs that refugees in the set aside programs face daily.
- Support programmatic staff in working with families on identifying behavioral challenges as they arise. Provide linkage and support for families to access mental health and other behavioral health support, as appropriate.
- Work with the school district to train and ensure cultural competency amongst education staff and administrators.
- Support health promotion programmatic staff in providing and improving upon health orientation, medical case management, health education, wellness groups and other grant objectives.
- Support school impact programmatic staff in providing and improving upon school orientation, enrichment activities, and other services to support newcomer youth.
- Support youth mentoring/older refugee programmatic staff in providing and improving upon youth mentor matches, enrichment activities, case management, citizenship assistance, connection to senior benefits and other grant objectives.
- Work with health care providers and other interested parties to ensure that refugees have access to appropriate language services for health care needs as entitled through Title VI of the Civil Rights Act.
- Support Health Promotion staff to create and implement programmatic evaluations of client feedback from health education classes, health fairs, health orientations, and wellness groups. Compile data for reporting.
- Develop partnerships with relevant entities throughout the state to support health promotion, youth, and older refugee programming.
- Oversee set aside grants including daily grant activities and reporting obligations.
- Coordinate interpreter and translation services. Serve as interpreter or translator or utilize interpreters or translators as appropriate.
- Ensure that all communication with clients is carefully and timely documented in the online database.
- Prepare reports for the State Refugee Coordinator based on data gathered about initial refugee health assessments and progress in the overall improvement of refugee access to Alaska's health care system.
- Track progress towards grant goals.
- Coordinate data collection, report generation and documentation for program outcomes, including the required data for Office of Refugee Resettlement (ORR).
- Assist Program Director with writing grants for set-aside programs
- Other related tasks as assigned.

## QUALIFICATIONS:

### Minimum Education Qualifications:

- Bachelor's degree

### Minimum Experience Qualifications:

2 years refugee experience, direct service

1-year supervisory experience

Must have valid AK driver's license and have own insured vehicle. Must be willing and able to transport clients in personal vehicle.

## WORK ENVIRONMENT

Physical demands: Work is performed in a standard indoor office environment. Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time.

Travel: Frequent travel within Anchorage is required (46-100%). Occasional travel to Wasilla and rare travel to Delta Junction offices (less than 15%).

Location: Anchorage (4600 Debarr)

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