



POSITION TITLE:	Program Manager (Reception and Placement/Immigration)
FLSA:	EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	
CREATED DATE:	2/1/24
REVISION DATE:	

POSITION SUMMARY

This position is responsible for programmatic oversight of the Reception and Placement (R&P) Program at Refugee Assistance & Immigration Services as well as providing immigration services. The R&P Program supports refugee clients resettled to Alaska directly through the U.S. Conference of Catholic Bishops (USCCB) or other national voluntary agencies. Activities include intensive case management for clients arriving in the US for the first 3 months post-arrival including the provision of immediate needs for housing, clothing, healthcare, food, general orientation. Clients resettled outside the main office areas of RAIS are covered on an itinerant basis as well. The immigration component of this position provides legal representation of immigrant and refugee clients filing immigration paperwork. This position is a Department of Justice Accredited Legal Representative and requires continuing education to maintain accreditation. This position provides oversight and supervision to Immigration Assistants assisting with this work in Anchorage. The management of files, appropriate immigration guidance and completion of applications is the responsibility of this position. Reports regarding the progress of the Immigration Services are the responsibility of this position.

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 how to navigate community resources.
- Knowledge of basic immigration law or keen interest to learn.

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 accurately and timely.
- Bilingual preferred.
- Adaptability.
- Problem solving.
- Willingness to learn.
- 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:

Refugee Resettlement:

- Comply with reception and placement services as defined by the national resettlement agency in the approved cooperative agreement. Prepare all necessary paperwork required for refugee resettlement.
- Supervise Reception & Placement Program staff working with resettled refugees in RAIS.
- In collaboration with Resettlement Director, review and verify new cases sent by resettlement agency daily. Contact any family ties prior to verification.

- Provide direct intensive case management resettlement support to clients in Anchorage and in outlying areas for their first 90 days post arrival, including ensuring that the provision of immediate needs are met: housing, clothing, healthcare, food, general orientation.
- Travel to refugee communities throughout Alaska, as needed.
- Coordinate interpreter and translation services. Serve as interpreter or translator or utilize interpreters or translators as appropriate.
- Prepare reports for submission to federal agencies and grant funders.
- Perform home visits with refugee families and document visits as outlined in the cooperative agreement.
- Maintain client files and document case notes in a timely manner.
- Submit reimbursement paperwork and invoices on behalf of clients using their Welcome Funds and track funding usage throughout their 90 -day period.
- Work closely with case managers and state agencies to ensure refugees receive public assistance benefits in a timely fashion.
- Serve cases that qualify for Medical Case Management services.
- Consistently monitor and oversee inventory of in-kind donations needed for the Reception & Placement Program to ensure clients are equipped with all resources required under the cooperative agreement.
- Maintain updated policies and procedures with national resettlement agency, as requested.
- Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate, and applying CPR techniques when appropriate.
- Other duties as assigned.

Immigration Services:

- Prepare immigration applications and petitions on behalf of refugees and immigrants. Represent clients in immigration activities provided by the agency.
- Supervise non-DOJ accredited staff regarding the preparation of applications and petitions for refugees and immigrants. Review all immigration paperwork completed by non-DOJ accredited staff.
- Keep current on all immigration law changes pertaining to the applications filed by CSS, and annually maintain DOJ accreditation with relevant immigration law trainings.
- Attend staff meetings and trainings as required.
- Manage case files and computer data base in accordance with program procedures.
- Maintain client and agency confidentiality.
- Comply with RAIS and CSS policies and procedures.
- Other duties as assigned.

QUALIFICATIONS:

Minimum Education Qualifications:

- Bachelor’s degree

Minimum Experience Qualifications:

2 years refugee experience, direct service

1 year supervising 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 refugee communities throughout Alaska (16-45%).

Location: Anchorage (4600 Debar)

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