



POSITION TITLE:	Senior Director , Refugee Assistance and Immigration Services (RAIS)
FLSA:	EXEMPT
REMOTE:	IN PERSON
MEDICAID:	YES
CREATED DATE:	01/01/2020
REVISION DATE:	04/02/2024

POSITION SUMMARY

This position is ultimately responsible for all aspects of service delivery in their functional area. This includes, goal setting for and supervision of management staff; program design, accountability, and evaluation; responsibility to deliver services within budget; acquisition and maintenance of revenue to support service delivery; evaluating current and future trends that could affect service delivery, and modifying approach to ensure sustainability of effort and social returns on capital; representation of CSS in public forums, events, and with the media; ensuring program reporting is completed in a timely and accurate manner; participation in the expanded agency leadership team, to include leading and supporting internal change initiatives to better support staff, clients the agency and community.

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

What knowledge or skills should an applicant have to perform at an acceptable level in this job? Managers may choose to list competencies and or detail specific knowledge, skills, and abilities.

Competency: Must be able to maintain program/program participant/agency confidentiality and treat everyone 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 without supervision. Excellent interpersonal skills required. Ability to work alone or as part of a team. Commitment to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma.

Stress Tolerance: Displays emotional resilience. Deals with difficult and adverse events while maintaining professionalism and caring. Responds appropriately in the face of tension, emotion, and resistance. Seeks support from others when necessary and uses appropriate coping techniques.

Knowledge Of:

- Federal and state grant regulations, grant acquisition and management
- Supervision and leadership practices and experience with supervising and developing leaders.
- Budget management practices at non-profit agencies
- Performance monitoring and program evaluation
- Donor / funder / community relationship management

Skills:

- Hard Skills:
 - Fully proficient in Microsoft Office.
 - Grant Acquisition and Management
 - Program Design and Evaluation
 - Technical Writing
- Soft Skills:
 - Ability to inspire and motivate staff to accomplish difficult goals
 - Ability to build trust and mutually beneficial relationships
 - High level of discretion and accountability
 - Humility
 - Public Speaking

RESPONSIBILITIES:

1. Program Implementation/Design and Development/Evaluation: Creates, monitors, and adjusts programming to respond to changing conditions or improvement efforts, or supports the work of their subordinates in doing the same.

- Annual development of programmatic stretch goals that are relevant to service delivery and client outcomes.
- Analyzes collected information to understand where we are effective and deficient, design initiatives to better support service delivery, gather resources to

pilot new approaches, engaged in constant improvement, and support subordinate staff in doing the same.

- Changes service delivery to meet changing needs, achieve agency goals, to engage in problem solving, or to implement best practices and informs leadership. Negotiates program changes with the CPO/CEO if:
 - It reduces volume or quality of services delivered, impacts grant or other funding streams, impacts staffing headcount, creates new areas of risk for CSS, results or may results in changes to commitments to external agencies, or other substantial impact to the agency.

2. Ensures Direct Reports are Accountable to Results and Day to Day Management:

Accountable for ensuring smooth operations of programs and services overseen by Program Directors and Managers. Ensure staffing ratios are maintained. Ensure there is an assigned on-call responder for after-hours needs in rotation with other staff if necessary in a project.

3. Budget Management: in conjunction with finance staff, draft operating, capital and grant budgets at the program level. Monitors financial reporting at the program level, ensure that subordinates are accountable to project budget periods, amounts, etc.

- Understand cost drivers and revenue opportunities, ensure resources are available to support operations. In conjunction with HR, expands and contracts operations as necessary to respond to changing funding levels and agency needs.
- Monitors significant changes in revenue or expense and supports course correction if needed.
- Ensures revenue is adequate to support intended functions.
- Grows revenue and directs money to appropriate places ensuring best possible outcomes for clients and minimization of use of unrestricted funds. Monitors expenses and revenue sources at the program level, informs leadership if the project is expected to require additional agency funding to support service delivery.
- Exercises ownership and control of public source grant revenue. Ensures grants are expended within project period and maximizes returns to clients. Follows CSS procurement practices and ensures purchases meet agency and grant requirements before making them.
- Works to preserve unrestricted funds for future use. Negotiates expense of unplanned expenditures of unrestricted funds (base or donor dollars) with CPO.
- Identifies long term funding needs and potential future revenue shortfalls, proactively works to ensure that programs under supervision have revenue necessary to accomplish goals in the future.

4. Personnel Management: Oversees a management team within functional area , typically supervises 3-7 direct reports with an additional 15-100 staff members in line of supervision.

- Takes an active interest in staff development. Identifies areas for development and ensures that staff access resources to build skill sets.
- Sets reach goals for staff, encourage them to achieve and exceed them and celebrate those successes and celebrate failures while working to understand why. When staff do not meet difficult goals, examine resources, structure, goals, supports etc. support staff in reconfiguring and achieving the next milestone. Maintain the highest standards for staff performance and accountability.

5. Traditional Fundraising: Takes an active interest in fundraising for functional area and the company. Knows who major programmatic donors are and is proactively engaged in stewardship. Supports the development team in stewarding donors, ensures staff under supervision maintain high quality relationships with donors. Models appropriate interactions for staff, and upholds a high standard of performance.

6. Grant Acquisition and Management: takes an active interest in new, existing, and evolving public and private grant revenue streams as identified by the grants team. Supports proposal development in response to RFPs. Ensures subordinate staff complete grant reporting. Liaises with decision makers (municipal staff, grant officers, elected officials) to develop mutually beneficial and strong relationships.

7. Community Relations: Serves as a subject matter expert in the public arena in functional area. Engages in community conversations, advisory bodies, boards, etc. as needed to accomplish shared goals. Supports community relations efforts of the communications teams. Redirects public requests for comments / tours / information as necessary to the communications teams. Supports public advocacy efforts at the direction of the communications departments.

8. Licensing/Policies/Procedures and other Regulations: Monitors legislative or administrative department changes in regulation or law that affect service delivery. Advocates for practices that better support service delivery. Ensures direct reports are aware of (and comply with) all Agency, Municipal, State, Federal regulations regarding program operations and/or funding requirements/restrictions. Draft, implement, or approve subordinate's developed program policies and procedures. Ensures processes, practices and policies meet COA accreditation standards.

9. Facility Operations/Management: Ensures daily routine hygiene is completed (spot cleaning, HIPAA hygiene of staff workstations etc.) Ensures facilities are adequately staffed and safe and that safety needs are addressed. Provides information to the facilities director about long-term capital improvement needs in facilities.

10. Inter/Intra Agency Relations: Networks with other providers and attend community meetings on behalf of CSS. Leads/attends/ schedules internal meetings as necessary to meet agency objectives.

11. Completes Other Duties as Assigned or as needed to accomplish organizational objectives.

QUALIFICATIONS:

Minimum Qualifications: Bachelors Degree in a field relevant to the position and four years of experience in social services a senior management position that includes broad responsibility for performance and financial management. Experience may be substituted in lieu of education if the candidate has demonstrated success in similar roles.

Preferred Qualifications: Master’s degree in field relevant to the position, e.g. Social Work, Psychology, Public Administration or a related field. Experience working with displaced people and/or resettlement programs. Lived experience related to the service delivery.

WORK ENVIRONMENT

Rarely = 0 to 15% of the job.	Occasionally = 16 to 45%.	Frequently = 46 to 100%.
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Work environment: The work environment is an office setting, with occasional travel to community events, service delivery sites and rarely out of state travel for professional development.

Travel: travel out of Alaska is rare. Occasional travel within Anchorage is required.

Location: 4600 Debarr Road.

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