



POSITION TITLE:	State Refugee Outreach Manager
FLSA:	NON-EXEMPT
REMOTE:	HYBRID
MEDICAID:	NO
CREATED DATE:	2/11/2024
REVISION DATE:	

POSITION 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 with 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.

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

The Alaska Office for Refugees (AOR) serves as the Replacement Designee for the Office of Refugee Resettlement funded services in Alaska. AOR is responsible for the planning and coordination of refugee services statewide to ensure the successful resettlement and integration of arrivals. Partnership is a key part of AOR's mission and regularly works with local non-profits, government (local, state, and federal), businesses, school districts, ethnic based community organizations, and former arrivals themselves to advocate and educate the community on issues that affect the well-being of arrivals.

REQUIRED COMPETENCIES

Competency:

Confidentiality: An understanding of HIPAA and the importance of client confidentiality when communicating with members of the public or in dealing with client level data.

Teamwork: Interacts with people effectively. Encourages and respects the input of all team members. Communicates clearly, openly, and honestly. Cooperates within the team and across the agency.

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.

Leadership: Promoting innovation and creativity, modeling core values as well as empowering staff and partners. Is competent in and supports the implementation of best practices.

Organization: Highly organized with an attention to detail. Self-motivated and directed to accomplish tasks.

Interpersonal Skills: Able to understand and empathize with others. Can build lasting relationships with not only colleagues but also partners.

Flexibility: Comfortable with a changing workflow and able to prioritize tasks. Shows initiative and self-confidence in various situations and challenges.

Problem Solving: Competent in dealing with clients and other crises as well as a highly structured, fast-paced daily routine. Competent in assessing participant risk factors and facilitating case conferences to support high risk cases.

Knowledge:

- Knowledge/experience of trauma, mental health considerations and best practices related to responses and treatment for individuals impacted by displacement and exploitation.
- Knowledge and competency in supporting staff to providing services and appropriately maintaining participant records under HIPAA and record compliance guidelines.
- Knowledge of cultural and spiritual values and how they relate to disease, recovery, and wellness in a cross-cultural context.
- Knowledge about evidenced-based wellness programs and practices, including trauma informed care
- Knowledge of refugee resettlement environment, including policy, eligibility and community resources

Skill:

- Proficient with Word, Excel, internet and experience with e-mail required.
- Ability to complete paperwork thoroughly and accurately.
- Strong oral and written communication skills.
- Capable of managing multiple tasks at once and identifying priorities.
- Willingness to learn
- Bilingual preferred.
- Ability to relate to other employees, program participants and the public.
- Empathy

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. Lead planning and implementation of World Refugee Day and Alaska Resettlement Conference events.
10. Other duties as assigned.

QUALIFICATIONS:

- Education: Bachelor’s Degree Required. An equivalent combination of education and experience will be considered.
- Years of relevant experience: Two years of cross-cultural experience required.

WORK ENVIRONMENT

Rarely = 0 to 15% of the job.	Occasionally = 16 to 45%.	Frequently = 46 to 100%.
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Work environment: 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.

Physical demands: the physical demands of the job, including bending, sitting, lifting and driving.

Travel: Rarely travel out of Alaska. Occasional travel within Alaska is required.

Location: 4600 Debarrr Rd.

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