

Program Manager – Refugee Services

ABOUT: Jewish Community Services of South Florida (JCS) is the foremost non-profit, human services agency whose mission is to improve the quality of life and self-sufficiency of the Jewish and broader communities throughout South Florida in accordance with Jewish values. Founded in 1920, JCS delivers exemplary social services through compassionate and comprehensive programs that help people stay healthy and productive.

POSITION SUMMARY: The Program Manager of Refugee Services will assist in the development of refugee programming and oversee all the programs and services provided to refugees in Miami-Dade County. The Program Manager will supervise the case managers of the refugee programs to ensure clients are supportive services, resources to access medical and mental health services. Intake and assessment, case management services, referrals, education, monitoring and support. The position requires knowledge and training in case management in order to assess clients' needs; and develop and implement a comprehensive service plan. Knowledge of community resources are required. Ability to provide empathic support while maintaining professional boundaries are essential. Program Manager will collaborate with and provide education to area service providers and refugee communities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsibilities include the following, and other duties may be assigned:

- Develop, implement, and evaluate department programs and goals, ensuring that they are responsive to community needs and provided in a culturally sensitive and linguistically accessible manner.
- Oversee day-to-day operations of all departmental programs, currently consisting of Reception & Placement, Intensive Case Management.
- Recruit, orient, and supervise department staff to ensure their effective functioning, providing training and support as needed.
- Assure efficient and respectful communication and collaboration among department staff, attending to issues of cultural sensitivity
- Develop and sustain collaborative relationships with refugee service providers along with other relevant entities, including community agencies, county government entities, health care institutions, and religious leaders.
- Participate in educating and engaging with current and prospective funders of refugee services.
- Participate in educating the community about refugee issues and the agency's refugee-serving programs
- Oversee collection of program and client data; contribute to program reporting and proposals in a timely and accurate manner.
- Participate in direct-service provision to the degree possible, given other job responsibilities.
- Perform other tasks as requested by the Division Director.
- Data entry into a web based software system

SUPERVISION

This position has supervisory responsibilities.

MINIMUM QUALIFICATIONS:

Master's degree in Social Work, Mental Health or Marriage and Family, preferred

Minimum 2 years of relevant experience, required

LCSW, LMFT, LMHC license, required or License eligible

Ability to speak fluent Spanish, or other language a plus

Computer software knowledge: Microsoft Office and Outlook required; Web based client data system experience, preferred

Must have a car and a valid Florida Driver's License with proof of insurance in accordance with agency requirements and have the ability to travel within Miami-Dade County.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills - To perform this job successfully, an individual should have knowledge of Word Processing software.

PERKS: We are proud to offer a competitive benefits package to all full-time employees, including medical and dental plans. A generous vacation and holiday pay benefit and a 401(k) match is available. Staff receives monthly in-service training and CEU opportunities. This is a one of a kind opportunity for leadership in talent management to contribute to a team of mindful, caring and passionate people at work every day in service to our community!

JCS is a 501(c)(3) not-for-profit organization and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, disability, gender identity, gender expression, national origin, or veteran status.

Status: Full-Time/Exempt

Salary: \$60,000