

Lutheran Social Services

Position Description



Division/Department: Refugee Services Program

Job Title: Refugee Reception and Placement (R&P) Program Manager

Reports to (Title): Senior Refugee Services Program Manager

Job Code:

FLSA Status: Exempt

Manager (with direct reports)?

Yes X

No

Location: Jacksonville

SUMMARY

The Reception and Placement Program Manager manages the Reception and Placement (R&P) Program – ensuring the coordination and provision of socioeconomic and financial services to newly arriving refugee families as defined in the Cooperative Agreement (R&P). Responsibilities include providing case management services to clients as well as supervising and providing direction to staff in carrying out day-to-day tasks.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Serve as primary R&P case manager, ensuring all required R&P core services are completed within the 90-day requirement outlined in the Cooperative Agreement
- Create case files with appropriate documentation related to pre-arrival conditions and services
- Develop appropriate material, forms, and tools for case managers, as needed, for the overall compliance of applicable contract requirements
- Attend and participate in trainings, strategic planning, and other professional development
- Assist clients with solving ongoing or emergency problems in a manner which encourages independence and self-sufficiency.
- Work collaboratively with referral sources, agencies, institutions, individuals, and other programs of LSS to assist the client in accessing a broad spectrum of services.
- Work collaboratively with refugee department staff to provide client referrals to appropriate services and supports for clients.
- Track expenditures per client, per cooperative agreement guidelines
- Coordinate and assist in set-ups of apartments and house for clients, including moving furniture and selecting household items.
- Conduct outreach, screen, train, and organize volunteers for the R&P program
- Lead and train teachers to conduct cultural orientation classes
- Keep client files, documentation, and data up-to-date and within grant requirements
- Other Duties as Assigned

WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

Required:

- Minimum of two (2) years of supervisory experience or leading project work teams
- Minimum of two (2) years of program management/case management experience
- Must be organized and detail-oriented
- Must be proactive, efficient and maintain a high level of professionalism and discretion
- Must have a team work mentality and a willingness to complete tasks that assist other team members
- Ability to uphold all requirements regarding client confidentiality
- Ability to communicate effectively with staff and clients

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- Ability to maintain a positive attitude
- Ability to multi-task in a fast-paced environment
- Ability to exhibit a calm, courteous demeanor in dealing with clients and staff
- Ability to be flexible with work hours
- High proficiency in Excel, Word and Outlook
- Language Skills - to effectively present information in one-to-one and small group situations to clients and employees. Ability to read and interpret documents such as policy and procedure manuals, write reports.
- Mathematical Skills - Ability to add, subtract, multiply, divide, and use common fractions/percentages.
- Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.

Preferred:

- Minimum of 2 years of related experience or training
- Spanish, Arabic, Dari, Farsi, or Swahili language skills

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

Preferred:

- 4-year College Degree in Social Work, International Studies, or related area

Required:

- High School diploma or GED required
- Valid Driver's License and a safe driving record

REQUIRED JOB COMPETENCIES (Behaviors for Effective Job Performance)

- Adaptability
- Attendance
- Coordination/Collaboration
- Customer Focus
- Flexibility
- Oral Communication
- Presentation Skills

WORK ENVIRONMENT/PHYSICAL DEMANDS	
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	
Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input type="checkbox"/> climbing <input type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input type="checkbox"/> 11-25 lbs. <input checked="" type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input type="checkbox"/> pushing <input type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics: willing to use private vehicle to safely transport clients; including evening hour airport pickup.

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Name: _____ Date: _____

Employee Signature: _____ Date: _____

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