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Director of Community Support Programs

Description

The Director of Community Support Programs provides oversight to the program management team serving in the following departments:

- **Resettlement and Resource Navigation:** Provides support to newly arrived refugees, including assistance with housing, cultural orientation, school enrollment, and navigation of community systems and resources. Our ongoing services programs provide assistance during clients' first five years in the U.S., including intensive health case management, employment services, and financial literacy education.
- **Forward (Adult Education):** Provides support to refugees and other immigrants who are looking to improve their English fluency and digital literacy and grow in their careers. Our English at Home program matches volunteers with new Americans for one-on-one English tutoring. Our vocational counseling services help refugees and other immigrants develop the skills they need to advance in their careers through one-on-one support and/or enrollment in our Forward Career Pathways cohort program.
- **Immigration:** Our Immigration team provides low-cost high-quality immigration legal services. We are licensed through the Department of Justice to represent clients before USCIS and are working toward licensing to represent people in Immigration Court. Our department assists people by filing applications for green cards, work permits, marriage-based cases, family reunification, citizenship, travel documents, and various other types of cases.
- **Civic Engagement:** New American Pathways is committed to supporting activities that promote civic involvement, encourage self-advocacy, and help build collective power within new American communities. This includes initiatives aimed at boosting electoral participation and building the capacity of new American leaders to organize their respective communities. We also work alongside allies within communities to engage in education and advocacy opportunities. It is through this lens of civic empowerment and participation in Democracy that we seek to promote more welcoming policies in Georgia.

Responsibilities

- As part of the executive leadership team, participates in setting the strategic direction of the organization
- Oversees the planning, organization, and implementation of all program activities in accordance with the mission and goals of the organization
- Responsible for the implementation of new programs, events, and initiatives
- Develops and implements short-term and long-term goals and objectives to achieve successful program outcomes

Industry

Operations

Employment Type

Full-time

- Tracks department programs data to ensure interventions are targeted and lead to positive client outcomes
- Ensures that program activities comply with all relevant grant and professional standards
- Establishes and maintains strong relationships with both government and private funders
- Ensures the organization fulfills its contractual and grant requirements, including operating within approved project budgets, complying with contract and grant terms, and reporting on grant progress and outcomes
- Ensures the collection and maintenance of confidential client records for statistical and reporting purposes
- Coordinates the delivery of services among programs to reinforce positive outcomes and ensure effective and efficient program implementation
- Develops policies, procedures, and training materials as needed for each department program and ensures operation within this structure
- Prepares and monitors program(s) budgets; works with finance staff and program department managers to ensure budgetary compliance
- Participates in the grant writing process; works closely with advancement staff on fundraising initiatives
- Fosters and maintains collaborative community partnerships; serves as an outreach liaison for programs
- Represents New American Pathways in stakeholders' meetings and community events
- Works with existing community partners as well as helps to establish new partnerships
- Mobilizes resources for program departments
- Directly supervises four department managers, including hiring, training, and overall supervision, and support
- Ensures all program staff members receive orientation and appropriate training in accordance with organizational standards
- Provides support for department managers with goal setting/attainment, problem solving and ongoing training/professional development
- Ensures increased collaboration across program departments in line with agency continuum of service model
- Other duties as assigned

Qualifications

- Bachelor's degree required. Master's Degree preferred in non-profit administration, business administration, social work, international development or equivalent
- Experience working with a diverse staff and client base in a not-profit setting; previous experience working with refugees preferred
- Working knowledge of contributions and service needs of refugees and other immigrant populations
- Minimum of five years' experience as a supervisor. Experience supervising managers preferred.
- Minimum of five years' experience in grant management and implementation oversight
- Excellent communication and interpersonal skills with high emotional intelligence and situational awareness
- Strong organizational and team-building skills
- Highly adaptable and flexible self-starter with ability to work independently as well as collaborate with others, juggle multiple priorities, and meet deadlines in a demanding work environment
- Dynamic personality that inspires and motivates both team members and community

- Exceptional writing and speaking skills for crafting communications with partners and funders
- Wealth of knowledge in client centered strengths-based case management
- Strong working knowledge of budgeting process and financial program management
- Proven experience in program oversight, development, management, and evaluation
- Effective monitoring and evaluation skills
- Ability to create new and unique ways to improve agency programs
- Ability to work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Salesforce experience a plus.

Job Benefits

This is a full-time, salaried position with an annual salary range of \$80,000-\$95,000. Employer contributes to medical, dental and vision insurance. Employer pays life and disability insurance. 14 paid holidays and a generous paid time off policy. Employee has the option to contribute to 401(k).