



Job Announcement

Position title: Refugee Program Manager

Reports to: Director of Programs

Classification: Exempt

Supervises others: Yes

Salary: \$53,663 - \$71,550 annually

About us:

Opening Doors, Inc., envisions a world in which migrants and refugees lead lives of joy and belonging, embraced by welcoming communities. Our mission is to enrich communities by supporting immigrants, refugees, survivors of trafficking, and others on their path towards stability, self-sufficiency and belonging.

Opening Doors is guided by our organizational values:

- Rising Together: We are in this together and depend on each other.
- Honoring Dignity: We recognize and honor everyone's strength and inherent dignity.
- Embracing Courage: We do the right thing, even when the path is uncertain.
- Seeking Joy: We take time to be together, celebrating our diverse cultures and recognizing our victories.

Opening Doors began in 1993 as a small refugee resettlement agency, and today serves 2,000 clients per year across our 5 program areas: Refugee Programs, Human Trafficking Programs, Immigration Legal Services, Health Programs and Economic Prosperity Programs.

Ideal candidate: The ideal candidate will be an effective supervisor and supportive coach, leading a team of direct client service staff to ensure that Opening Doors designs and delivers quality and impactful services to Refugee Program clients.

They will have the ability to work effectively in multi-cultural work environments, showing respect and sensitivity for cultural differences, and will be passionate about Opening Doors' mission.

Responsibilities: The essential duties and responsibilities of this position include the following:

- Provide day-to-day management of Opening Doors' Reception and Placement, Afghan Placement and Assistance , and Intensive Case Management programs.

- Build upon the Refugee Program’s policies and procedures and implement best practices for providing quality services to newly-arrived refugees.
- Develop programmatic plans for the Refugee Programs in support of organizational strategic plan; explore new avenues for programs growth and lead efforts to expand services to newly-arrived refugees, asylees, and other clients within Refugee Programs.
- Oversee grant and fiscal management of Refugee Programs, including meeting grant deliverables, regular oversight of fiscal activities and submitting reports to funders.
- Maintain excellent grant and fiscal compliance in accordance to our contracted funder agreements.
- Supervise, train and build capacity of Refugee Program staff.
- Maintain and develop partnerships with local service providers.
- Coordinate with Opening Doors’ Community Engagement team to identify volunteer engagement opportunities.
- Represent and promote Opening Doors’ Refugee Program at meetings and speaking engagements.

Other duties may be assigned in the sole discretion of the Organization. The Organization may assign or shift duties and responsibilities to this position at any time due to reasonable accommodation or other reasons.

Required qualifications: The requirements listed below are representative of the knowledge, skills and/or abilities required.

- Strong project management skills and demonstrated experience managing multiple projects.
- Strong supervisory skills, including ability to identify and develop staff, coach through learning opportunities, collaboratively problem solve, engage in difficult conversations and advocate on behalf of staff to organizational leadership.
- Experience leading teams engaged in case management activities.
- Strong organizational skills and ability to manage multiple projects and deadlines.
- Ability to communicate effectively, both verbal and in writing.

Preferred qualifications: The requirements listed below are not required but are desired.

- Understanding of non-profit grant-based project budgeting and financial and technical reporting.
- Experience managing government-funded programs, with single grant budgets of at least \$500,000 annually.
- Experience in evaluating programmatic data and trends to make improvements to service delivery.
- Experience leading team in Refugee Resettlement activities.
- Effective communication skills in one or more of the following languages: Arabic, Chinese, Farsi/Dari, Hmong, Pashto, Russian, Spanish, Tagalog, Urdu, Ukrainian or Vietnamese.

Physical requirements and work environment: The following demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Refugee Program Manager position. Reasonable accommodation can be made to enable people to perform the described essential functions.

While performing this job, the employee is required to sit often and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard, the employee is occasionally required to stand, walk, reach with arms and hands, lift approximately 25 pounds on occasion, and to stoop, kneel, or squat, and drive on occasion. The noise level in the work environment is usually quiet to moderate.

How to apply: Candidates should email a **resume and cover letter** to humanresources@openingdoorsinc.org. Include “Refugee Program Manager ” – [Your name]” in the subject line.

Opening Doors provides equal employment opportunities (EEO) to all employees, applicants and any third parties, for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. In addition to federal law requirements, Opening Doors complies with applicable state and local laws governing nondiscrimination laws.

Opening Doors participates in E-Verify.