



Director of Refugee Services

Refugee Services

Full Time; Exempt

Reports to: Chief Program Officer

AGENCY OVERVIEW:

Through the principles of Catholic Social Teaching, Catholic Charities of Oregon achieves lasting solutions to poverty and injustice by partnering with clients to meet their economic and educational goals, and to support their physical and social well-being. Catholic Charities is the official domestic relief agency of the Archdiocese of Portland in Oregon.

PROGRAM OVERVIEW:

Catholic Charities of Oregon's (CCO) Refugee Services programs have been assisting refugees since the early 1940s, helping more than 10,000 people make Oregon their new home. CCO is an affiliate of the national voluntary agency United States Conference of Catholic Bishops (USCCB). Through its programming, CCO assists individuals and families who must leave their homelands due to the fear of persecution based on reasons of race, religion, nationality, membership in a particular social group, and/or political opinion. The services offered through these programs address a wide array of needs, ranging from initial resettlement to long-term intensive case management, to promote successful integration into United States society while maintaining the respect and dignity of each individual and their unique culture and traditions.

POSITION SUMMARY:

The Director of Refugee Services provides general administrative oversight for CCO's programs for refugees. The position is both outward and inward facing, and focuses on budgeting, contract compliance, external partnerships, advocacy, and program leadership. This position will require a proven leader with strong administrative skills who is dedicated to leading a fast-paced team, delivering consistent and strong services for our clients, and advancing diversity and equity.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Working with the refugee services leadership team, provide high level oversight to refugee services programs including resettlement services, integration services, and long-term support services.
- Manage department budget and ensure that program expenditures are within budget and in alignment with funding source requirements.
- Supervise assigned program managers and supervisors including hiring, performance management, coaching and support.
- Oversight of program grants and contracts including working with business manager to create budgets, ensuring timely submission of renewals and reports, and meeting program outcomes and outputs.
- Monitor arrival number and client enrollments to assess program capacity; communicate agency capacity with funders and partners.

- Strategic planning for refugee services programs both agencywide and as part of the resettlement network.
- Represent CCO on state, federal, and local migrant stakeholder groups and committees, ensuring that the needs and interests of the agency are met while maintaining a collaborative relationship.
- Collaborate with other resettlement agencies as well as federal, state, and local partners to collaborate on the best ways to provide services.
- Work with Quality Assurance team and Refugee Services leadership team to review files for program compliance, participate in funder audits, and maintain statistics and program narratives as required.
- Advocate for the needs of refugees with state, local, and federal officials
- Work with Development Team to participate in fundraising and public relations activities including grant applications, donor visits, fundraising events, and media contact.
- Serve as a member of the CCO agency leadership team as well as the Social Services Leadership team; collaborate with peers in other programs; participate in Social Services and agency initiatives.
- Monitor the overall effectiveness and efficiency of the program and services, and recommend changes that increase and maintain the highest level of quality. Partner with the office of Quality and Program Evaluation to incorporate best practice standards and the flexibility to meet the changing needs of target populations and conduct ongoing assessments of program's needs.
- Provide conduct performance reviews for all assigned staff. Establish work plans and priorities for all assigned staff, performance management, and take corrective action as needed. Identify, provide and track professional development and training needs for all assigned staff. Schedule and maintain regular supervision check-ins with all assigned staff.
- Determine staffing requirements, recruit, hire, and train all assigned staff in collaboration with Human Resources and ensure that all assigned staff are adequately trained.
- Actively work to promote diversity, equity, and inclusion
- Engage in training and professional development activities.
- Attend all assigned meetings.
- Ensure compliance with agency policies and procedures.
- Participate in training and meetings as requested by Supervisor.
- Adherence to Catholic Charities policies and procedures.
- Perform other duties and responsibilities as assigned.

QUALIFICATIONS:

- Bachelor's degree in human services, social work and/or public administration or equivalent lived and/or worked experience required. Master's degree preferred.
- At least 5 years' experience managing social service-related programs, including experience with staff supervision, program development, budgeting, and fundraising.
- Experience managing multiple federal and/or state contracts.
- Outstanding leadership skills with 2-3 years supervisory experience showing progression (Preferred).
- Demonstrated competency working with and supervising people from diverse cultures.
- Demonstrated knowledge of community resources, social service systems, and community partners.
- Ability to communicate concisely and effectively, both verbally and in writing English.
- Ability to effectively work with standard office programs including Word, Excel, Outlook, Microsoft Teams, and PowerPoint.
- Demonstrate judgment and discretion in dealing with confidential matters.
- Commitment to Catholic Charities mission to work in partnership with vulnerable populations to achieve lasting solutions to poverty and injustice.

- Must be able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner. High attention to detail required.
- Excellent written and oral communication skills.
- Willingness to learn new skills and take on new responsibilities.
- Strong analytical and strategic problem-solving skills.
- Ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics in a fast-paced work environment.
- Ability to work a flexible schedule, which could include some evenings and weekends.
- Travel in the Portland Metro area, to Salem, and occasional out of state required.
- Must have a driver's license, access to vehicle and ability to obtain automobile insurance at levels required by agency (100/300/100).
- Satisfactory results from criminal, civil and/or motor vehicle background check required.

VACCINATION POLICY:

Catholic Charities of Oregon requires all employees to confirm they are fully vaccinated, or in the process of receiving the COVID-19 vaccination. Employees can submit the Oregon Health Authority (OHA) request for exception form for medical or religious accommodation. COVID-19 testing in lieu of being vaccinated or having an approved medical or religious exception is not an option.

COMPENSATION:

Compensation is commensurate with skills and experience. Competitive benefits package, including: 100% employer paid health insurance (employee portion), disability, life insurance, paid time off, 13 paid holidays, retirement plan, free parking and more.

TO APPLY: Submit your application, resume and cover letter at <https://catholiccharitiesoregon.applicantpro.com/jobs/>

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