

Director of Education Services
Integrated Refugee & Immigrant Services, Inc. - IRIS
Job Posting – May 2021

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency in New Haven CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving a more diverse immigrant population.

IRIS is looking for a full-time Director of Education Services

A. Job Summary & General Responsibilities

The Director of Education Services (DES) develops and directs IRIS's efforts to help refugees, and other immigrants take advantage of the best educational opportunities available, develop conversational English, and prepare for post-secondary college and career success. The DES collaborates with local institutions such as New Haven Public Schools, Gateway Community College, and a variety of other public and private organizations to strengthen services and advocacy for recently-arrived immigrants. The DES manages a diverse team of IRIS employees, teachers, interns and volunteers who oversee education for children, teach English, and provide mentorship, enrichment, and personal growth opportunities to recently-arrived immigrants. Although most of IRIS's activities are in the New Haven area, the DES will be responsible for developing and implementing education activities for IRIS clients living in the Hartford area.

B. Specific Duties

1. Maintain and develop relationships with community education leaders, school administrators, the boards of education, and other local organizations and individuals, to advocate for effective academic and personal development of refugee and other immigrant students in greater New Haven.
2. Work with providers of adult education services to develop and support programs and approaches to English instruction with the goals of improving student comprehension and speaking ability and enhancing social integration and employment prospects.
3. Track results / metrics (including attendance, academic progress, program completion, and anecdotal evidence) to be sure that the instruction provided by IRIS Family Literacy, After School, Summer Learning, and In-School tutoring programs is effective, and leads to higher-quality employment, and greater life opportunities.
4. Support youth services personnel to ensure growth and stability in summer, after-school, adult, and youth mentorship programs.
5. Oversee and support two part-time Family Literacy ESOL teachers, who supervise a team of volunteers and interns, with the goals of improving the learning experiences of the adults and children in the program.

6. Provide feedback and encouragement on a monthly basis to the teachers and managers of the Family Literacy, Summer Learning, Youth Leadership and Mentorship, and After-School programs.
7. Meet with the Family Literacy teachers on a weekly basis to review issues and ensure the program is effective and employing best practices.
8. Oversee a full-time Manager of Youth Services, Education, and Advocacy (MYSEA), a full-time Manager of Higher Education and Youth Services (MHEYs), a full-time Education and Enrollment Specialist (EES), a full-time Pre-school Readiness and Early Education Specialist (PREES) and part-time teachers and tutors for various programs. Make staffing decisions based on the talent and technique of the teaching team.
9. Find additional forums in which to spread the news, achievements and challenges of our programs.
10. Develop annual department expense budget in collaboration with the education and management teams.
11. Collaborate with the Community Engagement team on maintaining current grants and pursuing new funding sources for Education Department programs.
12. Serve on the IRIS senior management team and contribute to discussions and decisions regarding organizational policies and strategies.
13. Other tasks as requested by Executive Director.

C. Supervises:

- Manager of Youth Programs and Education Advocacy
- Education and Enrollment Specialist
- Manager of Higher Education and Youth Services
- Pre-school Readiness and Early Education Specialist
- Family Literacy teachers.

D. Reports to: Executive Director

Candidates must have:

- at least 3 years of professional experience in service-oriented field
- ability to manage a team, strong leadership qualities,
- strong communication and organization skills,
- meticulousness and attention to detail,
- dexterity with managing conflict and disagreement proactively, positively, and professionally
- ability to develop and monitor spending according to determined budgets
- ability to handle multiple demands and shifting priorities in a fast-paced environment,
- commitment to anti-racism and IRIS's mission
- a drive for working collaboratively and creatively with community partners who may have different priorities, timelines, and constraints
- ability to quickly establish and maintain a good rapport with various types of clientele,
- ability to set limits with clients and enforce strict policies,
- fluency in spoken and written English,
- strong computer skills including Microsoft Office and Google suite; ability to manipulate basic spreadsheets,
- US driver's license, insurance, good driving record.

Ideal candidates will have:

- experience managing a team and/or a social service program,
- experience with youth-facing (or youth-serving) organizations
- experience working with refugees or other immigrant populations or related personal experience
- knowledge of the US refugee resettlement program generally
- proficiency in another language (Arabic, Dari, Farsi, Pashto, Swahili especially)

Compensation and Benefits:

Salary range: \$58,000 - \$62,000

Benefits: vacation, sick days, personal days; health insurance; life and disability insurance; eligible for 403b pension plan after one year of employment.

To apply, send an email to humanresources@irisct.org with the following:

- A subject line that says “Director Education Services – YOUR NAME”
- A cover letter
- An attached resume including 3 professional references

The position is available immediately. Applications will be reviewed in the order they are received and until the position is filled.