

**Job Posting**  
**Resettlement Services Manager - Hartford (full-time)**

IRIS (Integrated Refugee & Immigrant Services, Inc., [www.irisct.org](http://www.irisct.org)) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, 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 our undocumented neighbors and other immigrants as well.

IRIS is looking for a Resettlement Services Manager who will supervise IRIS' case management team implementing a variety of case management programs in Hartford area. This is a full-time, salaried position. The position is expected to be New Haven office based but will have to work in IRIS' Hartford office at least 2 days per month.

**General Description**

The Resettlement Services Manager (RSM) oversees several federally funded case management programs covering the Hartford area including R&P, APA, RSS and WFTC. The two primary goals of the RSM are 1) to ensure a high quality of service delivery while balancing the organizational goals of rapid self-sufficiency, equity and compliance, and 2) to provide expertise and guidance to case managers handling challenging client circumstances. The RSM works in close collaboration with the Senior Director of Programs to define IRIS case management services and policies and ensure consistency and fairness in decision-making. The RSM also works closely with the Training and Compliance Officer to ensure that policies and requirements are clearly communicated to staff and that expectations are met.

**Candidates must be fully vaccinated against COVID-19 and comfortable coming into contact with other people.**

**Essential Duties and Responsibilities include:**

- Leads the arrivals team (R&P, APA) by convening weekly meetings, coordinating communication about cases, services, policies, procedures, resources. Coaches case managers, helps them manage their time, and make tough decisions.
- Ensure that the arrivals team is creating a warm and welcoming experience for the new arrivals and that clients are always treated with respect.
- Reviews financial information for R&P and APA cases with Financial Officer and Senior Director of Programs (SDP). Submits monthly rental assistance requests and helps ensure timely expenditure of per capita grants.
- Manages assurances of new cases and US Tie evaluations. Ensures appropriate pre-arrival planning until case is assigned to case manager. Coordinates closely with Director of Community Co-sponsorship to identify cases for co-sponsorship.
- Leads the post-arrivals services team. Helps define roles and services limits. Ensures that program requirements (such as service plans) are met. Coaches case managers, helps them manage their time and make tough decisions.
- Meets with clients who have grievances or to reinforce difficult messages.
- Leads seasonal tasks (like winter item distribution, energy assistance support).

- Ensures that purchases of car seats, strollers and other required items are made and distributed in a timely manner.
- Ensures that utility accounts are transferred into clients' names in a timely manner.
- Leads data collection for semi-annual reporting
- Manages CM intern interviews, onboarding, delegation and oversight
- Provides specific support and guidance in urgent/crisis situations including for PC clients or during period between crisis and PC referral.
- Evaluates and responds to referrals from other services providers or potential clients requesting services for ORR eligible populations
- Supports professional development in case management related areas such as trauma-informed care and boundary setting.
- Meets at least monthly with each direct report and conducts semi-annual performance reviews
- Advises SDP of trends in client needs, staff needs/morale and relationships with partners. Helps facilitate monthly Big Team meetings and Big Team Learnings. Helps coordinate team appreciation and team building activities.
- Supports new program development with focus on meeting client needs, defining services and their limitations

## **Requirements**

**Candidates must be fully vaccinated against COVID-19 and comfortable coming into contact with other people.**

Candidates must have:

- At least 2 years of case management or client serving program management
- Ability to learn quickly, to retain detailed information and to keep track of information over time
- Ability to work collaboratively with multiple people and programs within IRIS
- Ability to juggle multiple simultaneous assignments and deadlines
- Ability to troubleshoot and overcome unexpected challenges
- Ability to manage a team
- Strong understanding of culturally sensitive case management
- Commitment to anti-racism and the mission of IRIS
- Ease using Google Workspace and spreadsheets
- Fluency in written and spoken English

Ideal candidates will have:

- Detailed understanding of United States refugee resettlement programs
- Detailed understanding of public benefits available in Connecticut (TFA, SNAP, HUSKY, Energy Assistance, etc.)
- Previous management experience

**Compensation:** \$52,000 - \$58,000 per year

**Benefits:** Health, vision, dental insurance. Life insurance. Short- and long-term disability insurance. Vacation (3 weeks / year), Personal days (3 days/ year), sick leave (12 days/ year), holidays per IRIS schedule (currently 12 days/ year). 403b retirement plan after 1 year of employment

**To apply,** send an email to Senior Director of Programs, at [humanresources@irisct.org](mailto:humanresources@irisct.org) as soon as possible with the following:

- A subject line that says “Resettlement Services Manager”
- A cover letter
- An attached resume
  - three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled.