Co-Sponsorship Program Manager
(full-time, hybrid or on-site)

IRIS (Integrated Refugee & Immigrant Services, Inc., 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. IRIS serves refugees, asylum seekers, asylees, undocumented neighbors and other immigrants as well.

The Co-Sponsorship Program Manager (CSPM) represents IRIS publicly across the state of Connecticut and in the New England Region, leading the most established, largest co-sponsorship program in the nation. The CSPM is responsible for overseeing refugee and immigrant families being resettled with community groups in partnership with IRIS in 40+ communities across Connecticut. This includes families within all populations served by IRIS, but primarily focuses on those welcomed through the federal refugee resettlement program and assigned to IRIS as part of the “Reception & Placement” or R&P Program. The CSPM manages Community Sponsor Coaches working with community groups, ensures program integrity, compliance, and measurement and evaluation of outcomes for families.

General Description
The Co-Sponsorship Program Manager (CSPM) oversees all service provision, program development, and ongoing successful resettlement of newcomer families with community groups in the co-sponsorship program. The CSPM reports to the Director of Sponsorship, serves as a key member of the Sponsorship team, and works closely with other IRIS programs, as well as organizations locally or nationally connected with co-sponsorship programming.

The primary goals of the CSPM are to (1) ensure operation of the Co-Sponsorship Program in accordance with IRIS policies and applicable contractual requirements for welcoming the populations IRIS serves; (2) collaborate with CS group leaders, sponsorship team members and CS community of practice to continually improve the IRIS CS program to achieve better client outcomes and community group experience; and (3) work collaboratively with all CS groups, families, staff, and partners to preserve the strength and long-term presence of IRIS in the communities in which the organization resettles newcomers through the CS program.

Essential Duties and Responsibilities include:

- Community Sponsor Coach, Family, and Group Oversight
  - Manage Community Sponsor Coaches (CSCs) serving as Case Managers of record with refugee family placements within the R&P program and with other IRIS populations.
  - Regularly assess through case file checks, one-on-one and team meetings, as well as evaluation tools, the status of family resettlements per program guidelines and family needs.
  - Advise and/or assist Community Sponsor Coaches with volunteer group and family dynamics, as needed, to reach family self-sufficiency.
  - Maintain regular training for CSCs in R&P Program requirements, DSS program needs, CWS trainings, and other relevant program or services for successful family resettlements.
Co-sponsorship Program Coordination

- Discuss new refugee family arrival notices, as they are received, with the Resettlement Services Manager, Director of Hartford Office, and CS Developers for co-sponsor placements
- Present possible family placements to Community Groups to obtain commitment, typically within 48 hours of arrival notice or as needed in partnership with other IRIS programs and facilitate smooth transition to Community Sponsor Coach / Case Manager, including establishing guidelines if case is outside R&P contract (eg asylum seeker, secondary migrant, or humanitarian parole)
- Facilitate co-sponsorship training being offered on a regular basis to groups in formation and coordinate with Sponsorship team for training updates and adjustments
- Lead revisions of Co-Sponsorship Manual and other program resources, tools, with input from CS Developers, Director of Sponsorship and group leaders, as appropriate
- Ensure materials on the “Co-Sponsors Resources” page of the IRIS website are current

Collaboration within IRIS, with Statewide agencies, and national CS initiatives

- Proactively coordinate with colleagues in both New Haven and Hartford offices, in the areas of Case Management, Health & Wellness, Employment, Legal services, Education programs, and Finance to ensure CS program is operating consistently with key policies and procedures
- Serve as a point of contact for the CS program interacting with the State Refugee Coordinator and State Healthcare Care Coordinator as needed to address issues for select cases and/or provide input as requested by resettlement partners
- Participate in co-sponsorship community of practice initiatives with Church World Service, RCUSA, and other resettlement organizations nationally as appropriate and in coordination with the Director of Sponsorship or Executive Director
- Participate in speaking engagements to promote and/or explain co-sponsorship at IRIS or as a program to facilitate the engagement of the general public in welcoming newcomers

CS Program Financial Administration

- Oversee expenses for CT Co-sponsor cases in accordance with R&P requirements and timely submission to IRIS finance team for Director approval.
- Provide feedback, as needed, on expenses submitted to co-sponsors of cases for the relevant Community Sponsor Coach to address with the community group
- Oversee grant expenditures, if available, for non-R&P client populations in co-sponsorship and/or in support of CS program development
- Perform other duties as needed

Requirements | Candidates must have:

- A commitment to IRIS’ mission and anti-racism
- Ability to connect with clients, supporters, and staff of diverse backgrounds, to establish a rapport of partnership
- Excellent writing, communication, and organizational skills
- Fluency in spoken and written English
- Strong computer skills including Google Suite, PowerPoint, Microsoft Word, Microsoft Excel,
- 6 - 8 years of relevant case management and/or management experience, including working with groups of volunteers
- Minimum Bachelor’s Degree, preferably in related fields such as management, social work, etc.
Candidates must be vaccinated against COVID-19 and comfortable coming into contact with other people.

In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate’s job performance.

Supervises: 3 Community Sponsor Coaches, 1 Sponsor Analyst, and multiple volunteers/interns (directly), as well as 30+ Community Groups (indirectly)
Reports to: Director of Sponsorship
Compensation range: $55,000 - $60,000 full-time, salaried
Benefits: Health, dental, vision insurance. Life and disability insurance.
Vacation (3 weeks); personal days (3 per year); sick days, holidays per IRIS schedule Eligible for 403b retirement plan after 1 year.

IRIS is an affirmative action-equal opportunity employer.

To apply, please send a cover letter and resume to humanresources@irisct.org, with the subject line: Co-Sponsorship Program Manager [Your Name].