

Job Announcement

Director of Resettlement Services (DRS) New Haven

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities.

Job Summary & General Responsibilities

The Director of Resettlement Services – New Haven (DRS – NH) oversees all of IRIS’s New Haven- based case management programs (including Afghan Placement & Assistance (APA), the Reception and Placement program (R&P), Preferred Communities - Intensive Case Management (PC) grant, Refugee Supplemental Services (RSS), Services for Undocumented Neighbors (SUN) and financial and material assistance including IRIS’s food pantry and diaper bank. This is IRIS’s largest department in terms of budget and total number of staff, approximately 30. Working closely with the team supervisors, the DRS leads and supports these teams, sets priorities and coordinates annual planning, budgeting and reporting processes. The DRS coordinates closely with the Deputy Director for Resettlement Services in Hartford and the Manager of Employment Services. The DRS sets policies for all Case Management expenses, ensures smooth communication and collaboration between teams, ensures that all services are high quality, and ensures that IRIS meets the administrative and financial requirements of relevant programs and grants.

The DRS serves as an IRIS liaison with the CT State Refugee Coordinator (SRC), CT Dept. of Social Services (DSS), Office of Refugee Resettlement (ORR) Regional Office, and Church World Service (CWS). The DRS is a member of the IRIS management team and plays a key role in the development of organization-wide programming, budgets, and policies.

Specific Duties

- Serves as IRIS co-liaison – with the Executive Director – for CWS, SRC, ORR and other major partners and represents IRIS in various forums (DSS quarterly meetings, CWS network calls, etc.)
- Coordinates preparation of bimonthly reports to the Board of Directors for teams reporting to the DRS, and, on occasion, attends Board of Directors meetings.
- Oversees reporting and statistics collection for government grants (ORR-5, ORR-6) and other purposes as needed (with input from program managers)

- Participates in the creation of the annual PRM proposal (abstract)
- Oversees the implementation of the Client Track database and verifying quality of data.
- Works closely with the Deputy Director of Resettlement Services in Hartford
- With input from other staff, develops new policies and program initiatives in response to evolving immigrant community needs and emergencies, ensures that policies are clear, equitable, and correctly implemented, and facilitates the sharing of best practices.
- Provides overall supervision of -- and support to -- managers of the relevant programs and their service areas. This includes conducting monthly meetings with each team member and with the managers' team (focusing on building management skills), as well as semi-annual performance reviews.
- Ensures that federal grant requirements are met (R&P, APA, PC, RSS, RHP) and services are of highest quality possible.
- Coordinates with the Deputy Director of Resettlement Services (Hartford) and the Director of Sponsorship to agree on case allocation, to communicate policy updates and to ensure consistency of IRIS policies and services.
- Works closely with the Human Resources (HR) team, oversees the recruitment and training of new team members and ensures consistent onboarding and training processes
- Ensures regular communication and collaboration with other departments
- Participates in the development of Cultural Orientation programs for new arrivals
- Ensures that team members have opportunities for continuous learning and development and team/self-care.
- Establishes annual resettlement services budgets and sets policies and guidelines for client and program expenses. Approves leases and rental agreements. Working closely with the Program Finance Specialist, ensures that funds are allocated in accordance with Cooperative Agreement and other requirements.

- Serves as a signatory on the IRIS bank account; hand writes checks and withdraws cash for clients when needed.
- Working closely with managers, develops policies for – and oversees -- IRIS's responses to referrals, inquiries from other service providers, and requests from potential clients. Oversees and assigns screenings and intakes as needed.
- Responds to client grievances and questions, meets with clients and staff to try to resolve conflicts and misunderstandings.

Supervises

Resettlement Services Manager, SUN Co-Managers, Health & Wellness Manager, Housing & Donations Manager.

**Reports to
Hours & Benefits**

Executive Director

Full-time exempt position, eligible for medical insurance including dental and vision, long and short term disability insurance, life insurance, eligible for 403(b) retirement savings after 1 year, accrues vacation and sick time, 3 personal days/year

Education & Requirements:

- A commitment to IRIS' mission and anti-racism
- Demonstrated ability to connect with clients and staff of diverse backgrounds, to establish a rapport of partnership
- Excellent writing, communication, and organizational skills
- Fluency in spoken and written English. A second language is a plus.
- Strong computer skills including client databases, Microsoft Word, and Microsoft Excel.
- Knowledge of immigration-related policies and current events
- 8 - 10 years of relevant senior management experience
- Minimum Bachelor's Degree -- preferably in a related field -- or the equivalent

Requirements

Candidates must be fully 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.

Compensation The salary range for this position is \$72,000 to 74,000.

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

Subject line of "Director of Resettlement Services (DRS)"

A cover letter and resume