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Job Posting

Manager of Resettlement Services (Full-time - Hartford)

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. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

Job Summary & General Responsibilities:

The Manager of Resettlement Services (MRS) oversees several federally funded case management programs covering the Hartford area including R&P and ASA. The two primary goals of the MRS are

- 1) to ensure a high quality of service delivery while balancing the organizational goals of rapid self-sufficiency, equity and compliance
- 2) to provide expertise and guidance to case managers handling challenging client circumstances.

The MRS works in close collaboration with the Deputy Director of Resettlement Services to define IRIS case management services and policies and ensure consistency and fairness in decision-making. The MRS 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.

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.

Specific Duties

- Helps to lead a case management team 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 team is creating a warm and welcoming experience for the new arrivals and that clients are always treated with respect.
- 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.
- Reviews financial information for R&P and ASA cases with the finance team and the Deputy Director of Resettlement Services (DDRS). Submits monthly rental assistance requests and helps ensure timely expenditure of per capita grants.
- Works closely with the Housing & Donations and Healthcare Coordination teams to ensure collaborative support for new arrivals among these teams and case management.
- Meets with clients who have grievances or to reinforce difficult messages.
- Leads seasonal tasks (like winter item distribution, energy assistance support).
- Purchases car seats, strollers and other required items as needed and ensures distribution in a timely manner.
- Ensures that utility accounts are transferred into clients' names in a timely manner.
- Assist with data collection for various reporting obligations
- Manages CM intern interviews, onboarding, delegation and oversight
- Helps to provide specific support and guidance in urgent/crisis situations including for PC clients or during the period between crisis and PC referral.
- Supports professional development in case management related areas such as trauma-informed care and boundary setting.
- Meets at least weekly with each direct report and participates in annual performance reviews
- Advises DDRS of trends in client needs, staff needs/morale and relationships with partners. Helps coordinate team appreciation and team building activities.
- Supports new program development with focus on meeting client needs, defining services and their limitations
- Other tasks if requested/approved by DDRS and/or Office Director

Requirements | Candidates must have:

- At least 3 - 4 years of supervisory experience in administrative field or equivalent
- Excellent oral and written communication skills in English
- Ability to manipulate basic spreadsheets
- A demonstrated commitment to anti-racism and IRIS' mission
- A basic understanding of refugee resettlement
- Ability to quickly build rapport with new clients and volunteers of diverse backgrounds
- Energy and enthusiasm for the work
- Experience with basic Microsoft office and Google Suite software (Word, Excel, Google Docs)

- Driver's license, insurance, good driving record and willingness to drive clients to appointments,
- Ability to speak another language (especially Arabic, Dari, Farsi, Swahili or Pashto) preferred but not required

Supervises: Arrivals team members, post-arrival team members, Interns, Volunteers

Reports to: Deputy Director of Resettlement Services

Job Type: Full-time; 40 hours per week

Salary: \$ 63,000 - \$ 65,000

Benefits: Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance.

Eligible for 403b retirement plan after 1 year of employment

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

- A subject line that says "Manager of Resettlement Services -YOUR NAME"
- 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 and no phone calls are accepted.