Job Announcement

Welcome Corps Systems Manager – Full-time (remote or on-site)

IRIS (Integrated Refugee & Immigrant Services, Inc, [www.irisct.org](http://www.irisct.org)) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, with a main office in New Haven and a sub-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.

General Description

As an integral part of the Sponsorship Team, the Welcome Corps Systems Manager works with private sponsor groups and refugees throughout the US in partnership with the Welcome Corps Program, the IRIS Sponsor Circles Team, Co-Sponsorship Program, and other national and local partners. The Welcome Corps Systems Manager works primarily with the Associate Director of Welcome Corps, Welcome Corps Mobilization and Program Managers, and Welcome Corps Community Sponsorship coaches to develop and manage systems for the IRIS Welcome Corps Private Sponsorship Organization (PSO), particularly relating to engagement of sponsors and refugees in Phase 2: Identification.

Success for the WCSM will be achieved by facilitating teamwork leading to the creation and efficient maintenance of equitable, transparent systems that support the IRIS Welcome Corps PSO strategy both internally and externally. This will also involve close collaboration with members of other IRIS Teams and constituents. This position interacts with partners and sponsor groups across the U.S.

Essential Duties and Responsibilities include:

**Systems and Policies for Case Screening and Selection**

- Conduct research on best practices for PSOs (and similar organizations) regarding screening and selecting refugee cases
- Lead the development of a case screening and selection system, in close collaboration with IRIS leadership and other stakeholders
- Manage the implementation of the case screening and selection process
Refugee Case Work
- Create a system to receive information from sponsors about the refugees they wish to sponsor
- Communicate with sponsors regarding needed information through email, phone, and online meetings
- Coach sponsors on the completion of required forms
- Evaluate the information received regarding refugees
- Determine whether sponsors and refugees meet program requirements
- Develop a system for communicating with sponsors about the outcome of IRIS analysis
- Create reports and dashboards to measure and monitor case numbers and outcomes

Communications
- Contribute to public message regarding Welcome Corps and the services provided by IRIS PSO
- Create models and guidelines regarding individually messaging sponsors and refugees about the program
- Develop a system to collect and organize inquiries about the Welcome Corps
- Communicate with sponsors, refugees, and other stakeholders with relevant and timely information
- Speak to community groups (remote and in-person) regarding the IRIS PSO and program requirements

Training
- Create training modules (written and video) to assist sponsors in completing the Welcome Corps application
- Train IRIS staff on key aspects of the refugee process, as needed

Private Sponsorship Coaching
- Coach limited caseload (5-10) private sponsor groups on all aspects of refugee sponsorship, including pre and post arrival services

Monitoring & Evaluation
- Create a plan for monitoring and evaluation of all PSO activities
- Oversee quarterly monitoring of all PSO systems and outcomes, utilizing outside evaluators

Safeguarding & Fraud
- Develop protocols and guidelines to allow IRIS to identify and report fraud
- Develop protocols regarding abuse and safeguarding for IRIS Welcome Corps
● Create a complaints mechanism for IRIS PSO
● Train IRIS Welcome Corps staff on safeguarding and fraud

**Coordination with Welcome Corps**
● Participate in select Welcome Corps PSO working groups and meetings
● Share IRIS best practices, models and learning with the Welcome Corps consortium and PSOs

**Reporting & Systems**
● Collaborate with the director to develop and refine IRIS PSO tracking and reporting systems.
● Collaborate with the director to develop or improve IRIS PSO standard operating procedures and systems.
● Collaborate with the director to develop and improve visualizations and workflows to guide IRIS PSO staff

Other duties as assigned.

**Key Attributes**
● Positive, solution-oriented personality and style.
● “Systems thinking” approach to organizing data, processes, and people, including the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to details and accuracy.
● Exceptional people skills, as well as customer service orientation.
● Ability to supervise teams and work as part of a team, as well as independently.
● Thrives in grassroots, start-up style organizational culture.
● Commitment to maintaining confidentiality and exceptionally high-quality standards.
● Dedication to serving the immigrant community and to being a part of an anti-racist organization.

**Professional Requirements**
● COVID-19 vaccination required
● Experience with Refugee Status Determination documentation and process strongly preferred
● Proficiency in Microsoft Office
● Proficiency in Google Suite
● Proficiency in or ability to learn and use various software platforms
● Proficiency in social media platforms (e.g. Facebook, Twitter, Instagram)
● Experience working with refugees and migrants.
● Experience managing programs involving community volunteers such as refugee sponsors.
● Written and verbal fluency in English required.
● Fluency in a second language is a plus (please indicate on resume).
● Minimum 5-7 years professional experience
● Minimum 2-3 years management experience

**Education Requirements**
● Bachelor’s Degree or equivalent life experience

**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.**

**Compensation:** $63,000 - 65,000

**Job Type:** Full-time, salaried, 40 hours per week

**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,** send an email to Employment Manager, at humanresources@irisct.org as soon as possible with the following:

- A subject line that says “Welcome Corps Systems Manager” – Your Name
- A cover letter
- An attached resume

Applications will be reviewed in the order they are received and until the position is filled and no phone calls are accepted.