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Job Posting

Humanitarian Sponsorship Program Manager – Full-time (on-site)

IRIS (Integrated Refugee & Immigrant Services, Inc, 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 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.

General Description

As an integral part of the Humanitarian Sponsorship Program Team, the Humanitarian Sponsorship Program Manager (HSPM) works directly with Humanitarian Parolees (HP) newcomers, IRIS staff, and the communities that support the newcomers as they seek refuge in the U.S. The HSPM is part of a 14 staff member team providing direct services, coordinating outreach to the Ukrainian, Cuban and Haitian communities, and coordinating and tracking service provision via internal referrals, as well as maintaining the extended Reach database for HPs, and providing required reporting to national and government partners. The HSPM will oversee HSPM Case Managers (4+) and report to the Associate Director of Humanitarian Sponsorship Program. The HSPM will also play a crucial role in providing cultural sensitivity training to new employees, assisting in designing relevant policies, interviewing potential candidates with a focus on assessing language skills, and offering deep cultural understanding of the Ukrainian, Cuban and Haitian communities.

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.

Essential Duties and Responsibilities include:

Staff Training, Policy Development, and Recruitment

- Provide training to new HSP Case Managers regarding the cultural nuances and sensitive topics related to the Ukrainian, Cuban, and Haitian populations.
- Assist in the development and implementation of policies that ensure cultural appropriateness and sensitivity towards the Ukrainian, Cuban, and Haitian populations.
- Participate in the interviewing process, specifically assessing candidates' language skills and their cultural competency.

- Leverage personal experience and knowledge to provide valuable insights into the unique challenges and strengths of the Ukrainian, Cuban and Haitian communities.

Humanitarian Sponsorship Program Team Collaboration

- Participate in the establishment of referral SOPs, workflows, and tracking processes to coordinate and support team members serving HP clients.
- Build and maintain relationships with other departments to support client and colleagues' needs
- Participate in the development of feedback tools, systems for clients and sponsors to provide quality improvement and outcomes measurement and evaluation
- Work closely with the Associate Director of Humanitarian Sponsorship Programs to make culturally appropriate decisions regarding program development and management.

Case Management for challenging cases

- In addition to overseeing the HSP Case Managers, the HSPM will carry their own caseload of HP clients, a number to be agreed upon with the ADHSP
- Serve as or establish a designated first point of contact at IRIS for Ukrainian, Cuban and Haitian families after arrival in the U.S.
- Ensure a member of the HSP Case Management Team provides a warm, welcoming, and reassuring connection for the family in their own language
- Ensure a member of the HSP Case Management Team assesses family needs and well-being based upon initial intake conversation, assessment per tool provided, documenting those needs based upon the client's own words
- Ensure a member of the HSP Case Management Team provides initial recommendations for referrals to other IRIS staff or local resources, either independently or in consultation with the Associate Director of Humanitarian Programs or Director of Sponsorship
- Ensure a member of the HSP Case Management Team documents an assessment, needs, and referrals per SOPs established for the Humanitarian Sponsorship Program Team
- Provide interpretation to other IRIS staff, as needed, to ensure optimal service delivery
- Assist in the assessment and onboarding of additional Ukrainian, Cuban and Haitian speaking interpreters

Resource Management & Program Reporting

- Participates in data tracking, quality and reporting for overall program
- Provides input into application for and management of housing and other specialized financial support, including transfer into co-sponsorship, if needed for client self-sufficiency
- Provides input into data and/or reporting needed for federal, state and local government agencies

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
- 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
- Fluency in Spanish or Haitian Creole is strongly preferred
- Proficiency in Microsoft Office and Google Suite
- Prior experience working with refugee populations is highly desirable.
- Proficiency in or ability to learn and use various software platforms
- Proficiency in database management, reporting and technical skills

Education Requirements

- Bachelor's Degree or equivalent experience
- Minimum 2 - 4 years' professional experience

Compensation: \$55,375 - \$57,000 full-time, salaried

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 with the following:

- A subject line that says "Humanitarian Sponsorship Program Manager -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.