



235 Nicoll Street Second Floor
New Haven, CT 06511
120 Sigourney, Street
Hartford, CT 06105

TELEPHONE: (203) 562-2095
FAX: (203) 562-1798
EMAIL: info@irisct.org
WEB: irisct.org

Job Posting Training & Compliance Officer (full-time)

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.

IRIS is looking for a Training & Compliance Officer who will provide expertise in resettlement services compliance, train and monitor other staff members providing federally contracted services to newcomers. This is a full-time, temporary role for few months. The position is expected to be New Haven office based but will have to work in IRIS' Hartford office at least once a week per month.

General Description

The Training & Compliance Officer (TCO) ensures that all IRIS employees receive consistent and basic orientation and training on issues related to refugee resettlement with an emphasis on the Case Management department and the Reception & Placement program's annual Cooperative Agreement contract. The TCO will ensure that federal, state and other program requirements and expectations are met by training staff and regularly assessing compliance through case file review. The TCO will design and provide standardized and up-to-date orientation and training to all new staff providing contracted services (R&P, APA, PC) following a standardized training plan and continuous training as new policies and procedures are defined. The TCO will regularly review case files for compliance and help ensure that systems are in place to meet the administrative requirements of the R&P and APA programs.

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:

- Develops training modules applicable to all IRIS employees upon hiring following IRIS' standardized training plan.
- Helps schedule and deliver standardized training modules. Clarifies with supervisors which modules are required for which staff members and interns.
- Maintains records of completed orientation and training for all staff and reports to required agencies, as well as for internal staff development purposes.
- Conducts 30-day and 90-day case file checks, provides feedback to staff, as well as identifying patterns or feedback for supervisors, and follows up until completion. Supports efforts to complete the files, authorized to make some administrative corrections/additions as needed.

Requirements

- 2/3 years of work experience in auditing, monitoring and training preferred
- Experience working with immigrants and refugees preferred.

Candidates must have:

- Experience with reporting and compliance for grant funded programs
- Experience providing training or teaching
- Experience with public speaking or giving presentations
- Experience developing or adapting administrative systems
- Ability to learn quickly, to retain detailed information and to keep track of information over time
- Ability to work collaboratively with multiple people and programs within IRIS
- Ability to juggle multiple simultaneous assignments and deadlines
- Ability to troubleshoot and overcome unexpected challenges
- Strong understanding of culturally sensitive case management
- Commitment to anti-racism and the mission of IRIS
- Ease using Google Workspace and spreadsheets
- Ability to work in New Haven and Hartford offices as needed
- Fluency in written and spoken English, great writing skills

Ideal candidates will have:

- Professional experience in refugee resettlement
- Personal experience of refugee resettlement
- Expertise in the R&P program and Cooperative Agreement

Compensation: \$ 50,000 -\$ 55,000 Per year

Benefits: Sick time, PTO

To apply, send an email to HR Director & Director of Resettlement services, at humanresources@irisct.org as soon as possible with the following:

- A subject line that says “Training & Compliance Officer-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.