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Program Manager - Refugee & Immigrant Youth Workforce Development

IRIS is a dynamic immigrant services agency. We serve people from all over the world who are starting new lives in Connecticut and are on the path to self-sufficiency. IRIS's mission is to welcome refugees and other immigrants, help them rebuild their lives, pursue their dreams, and contribute to the vitality of their communities. We envision a society where all immigrants are valued, respected, and able to thrive.

Are you passionate about creating pathways to opportunity for refugee and immigrant youth?

IRIS (Integrated Refugee & Immigrant Services) is a statewide non-profit seeking a collaborative, mission-driven Program Manager to lead our implementation of the INTEGRITY Program (Integrating Networks for the Training, Empowerment, & Growth of Refugee & Immigrant Transitional-Age Youth). Working closely with ReadyCT, schools, employers, families, and community partners, the Program Manager will help refugee and immigrant youth build pathways to education, employment, and long-term economic mobility while ensuring program participants receive the individualized support needed to succeed. The role serves as the operational leader for IRIS's portion of this innovative partnership and is critical to helping youth thrive in school, work, and community life.

ABOUT THE PROGRAM

The INTEGRITY Program is a partnership between IRIS and ReadyCT that helps refugee and immigrant youth build pathways to education, employment, career readiness, and long-term economic mobility. ReadyCT provides career-connected learning, workforce readiness training, and employer partnerships, while IRIS delivers culturally responsive, trauma-informed wraparound support, family engagement, and case management services. Together, the organizations equip young people with the skills, experiences, and support needed to succeed in school, the workplace, and their communities.

ABOUT THE ROLE

The Program Manager serves as IRIS's dedicated Greater Hartford site lead for the INTEGRITY Program and is responsible for overseeing all IRIS-led program operations, student support services, staff supervision, community partnerships, and reporting activities. The role serves as

the primary bridge between IRIS's case management and family engagement work and ReadyCT's career-connected learning and workforce development programming. The Program Manager will also help ensure that INTEGRITY includes appropriate pathways for young adults ages 18-22 who are not currently enrolled in high school and may need connection to adult education, GED, ESOL, workforce training, employment support, or other community-based services.

This position requires an experienced program leader who is equally comfortable managing strategic program goals and engaging directly in day-to-day operations. The Program Manager will work closely with case managers, schools, students, families, employers, and community partners to ensure participants receive coordinated support and meaningful opportunities that lead to long-term success.

WHAT YOU'LL BRING TO THE ROLE

Do you thrive on building relationships, supporting young people, and creating systems that help programs succeed? We are looking for a leader who brings:

- A passion for immigrant integration, youth development, educational equity, and economic mobility.
- At least four years of progressive experience in program management, workforce development, education, refugee and immigrant services, youth development, or a related field.
- Demonstrated success supervising direct-service staff and supporting high-quality case management practice.
- Strong understanding of the barriers that refugee and immigrant youth and young adults may face, including language access, educational disruption, disconnection from school, transportation challenges, family obligations, and workforce readiness needs.
- Excellent relationship-building skills and experience collaborating across organizations, including schools, employers, service providers, and community partners.
- Strong project management and organizational skills with the ability to manage multiple priorities while maintaining attention to detail.
- Experience using data systems to monitor participant progress, support continuous improvement, and meet reporting requirements.
- Strong verbal and written communication skills, including experience preparing reports, communicating with stakeholders, and representing programs in the community.
- A bachelor's degree or equivalent combination of education and experience.

Preferred

- Experience managing multi-site initiatives or cross-sector partnerships.
- Familiarity with refugee and immigrant communities in Connecticut.
- Relevant language skills or lived experience reflective of the communities served.

WHAT YOU'LL DO

Program Leadership & Operations

- Lead day-to-day implementation of IRIS's wraparound support as part of the INTEGRITY Program across Greater Hartford.
- Coordinate program operations with ReadyCT, schools, families, community partners, and youth participants.
- Support program launch activities, including partner coordination, staffing readiness, intake processes, and operational planning.
- Monitor program implementation and proactively identify barriers, risks, and opportunities for improvement.
- Assist with budget monitoring and ensure compliance with funder and subaward requirements.

Student Support & Case Management Leadership

- Oversee participant recruitment, referral, enrollment, screening, and intake processes.
- Supervise and support the INTEGRITY case management team serving refugee and immigrant youth.
- Conduct case reviews and support staff in addressing complex participant and family needs.
- Ensure students and families are connected to appropriate educational, workforce, social service, and community resources.
- Support individualized pathways for young adults ages 18-22 who are outside the traditional high school system, including connection to adult education, GED, ESOL, workforce training, employment services, career readiness programming, and community referrals.
- Promote culturally responsive, trauma-informed practices that support participant engagement and retention.

Partnership & Community Engagement

- Serve as IRIS's primary operational liaison with ReadyCT.
- Build and maintain strong relationships with schools, employers, workforce development partners, and community organizations.
- Support family engagement initiatives that strengthen participant success and retention.
- Represent the program in community meetings, stakeholder forums, outreach activities, and collaborative partnerships.

Data, Outcomes & Continuous Improvement

- Maintain reliable systems for tracking participant enrollment, services, attendance, outcomes, and follow-up activities.
- Monitor data quality and ensure documentation meets program, funder, and confidentiality requirements.
- Prepare reports, outcome summaries, and grant deliverables for funders and leadership.
- Use participant data and stakeholder feedback to strengthen program quality and improve outcomes.

WHY JOIN IRIS?

At IRIS, you will join a mission-driven organization that has welcomed and supported refugees and immigrants for decades. This position offers a unique opportunity to shape a new and innovative workforce and youth development initiative while working alongside educators, employers, case managers, community leaders, and refugee and immigrant families. Most importantly, you will help create lasting educational and economic opportunities for young people as they build their futures in Connecticut.

REPORTS TO

Deputy Director of Economic Mobility & Education

BENEFITS

Competitive salary and comprehensive benefits package including health, dental, vision, paid time off, holidays, life insurance, disability insurance, and eligibility for participation in the IRIS retirement plan.

ESSENTIAL FUNCTIONS

- Frequent travel throughout Greater Hartford and surrounding communities, including schools, community-based organizations, partner sites, and employer locations.

- Ability to attend and facilitate workshops, meetings, orientations, and community events that require extended periods of standing and movement.
- Ability to transport program materials and supplies for trainings, events, and outreach activities.
- Ability to work effectively in school, office, and community environments and maintain regular in-person engagement with participants and partners.

Location: Greater Hartford, Connecticut (Hybrid) – regular travel throughout Hartford and surrounding communities required.

Salary Range: \$70,000 annually.

Job Type: Full time (Exempt), 40 hours/week, Biweekly Payroll

Diversity and inclusion are hardwired into IRIS's mission: We are dedicated to welcoming people from all over the world who are fleeing persecution, war, and violence. We are more effective at serving our clients' needs when we are representative of the communities we live in and work with. So, we are an enthusiastic Equal Opportunity Employer. We strongly encourage people from underrepresented groups to apply. Please reach out if you need accommodation in applying.

IRIS is an affirmative action-equal opportunity employer.

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

- A subject line that says “Program Manager - Refugee & Immigrant Youth Workforce Development”
- A cover letter
- An attached resume and 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.