



**Administrative Office
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Santa Rosa, CA 95403
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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Senior Program Manager, Immigration Services

Position Summary

The Program Manager of Immigration & Resettlement Services manages the overall program operations of Immigration and Refugee Resettlement, including staffing, budget(s) and spending, planning, program grants, plus pursues new grants and other sources of revenue for the program. The Program Manager provides immigration services to clients and implements a community outreach program to assist people with varied immigration processes.

The Program Manager provides leadership and thorough implementation of the accreditation as well as the performance and quality improvement processes within the sphere of leadership.

This is full-time, exempt position with a salary range of \$25- \$27/ hour, depending upon experience.

Supervisory Responsibilities Staff – 10-15; Volunteers 20-25

Budget Administered \$500,000-\$750,000

Essential Functions

1. Manage and direct employees, ensuring employee management meets agency minimum requirements for job evaluation, problem solving, and discipline. Ensure that employee training meets accreditation standards and funding requirements.
2. Develop, evaluate and manage supervisory and line staff. Ensure supervisors and employees are aware of HR policies delineated in the Employee Handbook and use the policies in the daily administration of staff issues.
3. Manage the full spectrum of program services, ensuring compliance with grant requirements, and implementation of best practices, including all forms of documentation, and consistent review/improvement of services/processes.
4. Develops and reports monthly on the department dashboard related to agency objectives and specific program outcomes. Identify and develop program-specific outcomes to ensure program effectiveness

and impact, and the ability to report that to funders and the community. Design and manage program services directly related to those outcomes.

5. Implement policies and procedures in line with accreditation standards. Ensures programs and department policy and procedures are maintained and updated in accordance with COA service standards as programs are modified, eliminated or developed. Manages and encourages the Implementation of the Performance and Quality Improvement Process in compliance with agency's process. Ensure that all employees in department or program understand these and work accordingly. Submits all reports to COA administrator as identified in the ongoing work plan.
6. Develop and manage all assigned budgets including monthly review of revenue and expense activity within agency parameters. Ensure grant funding requirements are managed. Make on-going recommendations for improvements in efficient operations and reductions in expenditures where possible.
7. Conduct routine staff meetings and training sessions, documenting meeting according to accreditation standards.
8. Ensure appropriate control and review of facility, equipment and resources of the program. Ensure security planning for safety of staff, clients and facilities.
9. Develop and manage a comprehensive outreach/working relationship with stakeholders including clients, volunteers, other providers, elected officials, business people and donors. Maintain awareness of changes in market and community processes that can impact services; bring forward prospective recommendations to deal with expected changes. Represent agency in public and private forums on the subjects of the services within the Program Manager's control.
10. Work closely with agency senior staff and other employees, and ensure a good working relationship with other departments/programs.
11. Work closely with the advancement department in design and coordination of development activities, public relations materials, events and media communications.
12. Complete reports and statistical analysis of activities as required by the agency. Assist with requests for data and reporting, to ensure compliance with grants and funding agency requirements.
13. Work closely with all agency senior staff and other employees and ensure a good working relationship with other departments.
14. Work closely with the advancement/communications department in review and coordination of fund development activities, public relations materials (including stationery, brochures and newsletters), events and media communications.
15. Complete reports and statistical analysis of activities as required by the agency. Assist with compliance with grant and funders' requests for data and reporting.
16. Interview clients to determine eligibility for immigration. Advise clients regarding recommended

strategies for the optimal resolution of their cases.

17. Prepare client applications and petitions for immigrant using computer software and manually, if necessary.
18. Maintain applications, records, and all required documentation according to program procedures; submit in a timely fashion.
19. Maintain and increase up-to-date knowledge of immigration law and policies through daily reading (e-mail list serves, publications) and participation in webinars, staff meetings, and periodic offsite training.
20. **NOTE: Catholic Charities considers this position to be a mandated reporter of elder and child abuse.**

Other Responsibilities

1. Work with Diocese of Santa Rosa and local parishes as appropriate and requested.
2. Perform other related duties as assigned.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

1. Bachelor's degree in a human service field with relevant course or experience required.
2. Fully bilingual and biliterate in English/Spanish required.
3. Knowledge of immigration policies and regulations required. BIA accreditation preferred. If not accredited, willingness to work towards BIA accreditation.
4. Demonstrated ability to develop and manage complex program budgets.
5. Demonstrated ability to effectively train and oversee volunteers/staff.
6. Experience or involvement with immigrant community preferred.
7. Strong written and verbal communication skills.

8. Knowledge of local resources preferred.
9. Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.
10. Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
11. Passion and enthusiasm for the mission of CCDSR and its clients.
12. Ability to work independently and in a team setting.
13. Valid California Driver's license and proof of insurance.
14. Computer literacy required, including experience with Excel, Outlook, Word, etc.
15. Must pass fingerprinting prior to start of employment.

Physical Requirements

1. Requires ability to sit and walk up to 3-6 hours per day with occasional standing, bending, squatting, pushing, pulling and grasping.
2. Occasionally may be required to lift items up to 25 pounds to a height up to 3 feet.
3. Occasionally may be required to carry items up to 25 pounds for distances up to 100 feet.

PERKS

10 Vacation days per year
13 Holidays per year
Very Affordable Health, Vision and Dental Insurance
Referral Bonus for employees
403b Plan with 5.5% contribution
Team Spirit and Supportive Work Environment
Great Organizational Mission

Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org for an application.
We look forward to receiving your completed application resume and cover letter.

Open until filled.