

CAREER OPPORTUNITY

Title: Refugee Resettlement Team Leader

Hours: Full Time (37.5 hours, non- exempt position)

Brief Description:

Under the direction of the Refugee Resettlement Program Manager, assists in the coordination and direction of activities of Refugee Resettlement programs. Oversees day-to-day Refugee Resettlement activities with direct supervision of assigned case managers, program assistants, and employment specialist and student interns. Collaborates with internal and external partners to provide services to Refugee Resettlement consumers and, as an integral member of the Refugee Resettlement team, identifies and develops resources to address barriers to self-sufficiency. Participates in program planning and development and assists with the direction of activities.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all-inclusive)

ESSENTIAL FUNCTIONS OF THE POSITION - Constitute the major responsibilities for anyone serving in this capacity.

I. Management of staff, volunteers, and student interns (45%)

1. Engages in community outreach activities for volunteer development and recruitment of community partners, groups, volunteers, and interns.
2. Participates in ongoing development and implementation of program systems and procedures, provides training, direction, and ongoing evaluation and supervision of assigned community groups, volunteers, and student interns.
3. Engages in volunteer and community partners activities to support meeting program needs including in kind donations and client support.

II. Coordination of case management activities (35%)

1. Works collaboratively with Team Lead to coordinate client services to achieve client and program outcomes.
2. Oversees service coordination and collaboration through facilitation of case coordination meetings identifying appropriate resources for stabilization and supportive services for ongoing self-sufficiency.
3. Oversees coordination of direct service as needed with client linkage for facilitation of employment support sessions and advocacy to ensure uninterrupted receipt of benefits.

III. Documentation and data management (10%)

1. Collaborates with Program Manager and Quality Assurance Coordinator to ensure appropriate documentation of program compliance and reporting in line with required compliance needs.
2. Completes and submits required reports according to program and funding requirements.
3. Engages in chart and case reviews with assigned staff to ensure service quality.

IV. Teamwork and professional growth (10%)

1. Actively participates in team process during meetings and informal processes or projects provided.
2. Brings issues for discussion to team or appropriate team member.
3. Participates in ongoing evaluation process of the program provided.
4. Seeks own supervision toward professional development sought.
5. Assures own professional development by attending workshops, trainings and completing literature reviews.
6. Demonstrates an attitude and approach of a “team player.”

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Bachelor’s degree and 1 year supervisory experience, preferably in a social service setting, or 4 years of direct social service experience with progressive responsibilities
- Sound interpersonal skills
- Knowledge of community resources
- Ability to work with diverse populations
- Ability to communicate with clients and build relationships
- Ability to network with other persons or agencies to meet client needs/goals
- Ability to plan creatively and collaboratively with volunteers and referring agencies
- Ability to appropriately conduct meetings
- Willingness to work flexible hours
- Valid Ohio driver’s license
- Access to private, insured vehicle during working hours

*Interested candidates should send a resume with salary requirement to:
Human Resources, Catholic Social Services of the Miami Valley
922 W. Riverview Ave., Dayton OH 45402
or e-mail to jobs@cssmv.org
or fax to 937.222.6750*