**Immigrant Welcome Center**

**Job Description: Director of Programs & Operations**

**Department:** Programs & Operations

**Status:** Full-time, Exempt

**Supervisor:** Chief Executive Officer

**Salary: $55,000-$60,000 (Commensurate with experience)**

The mission of Immigrant Welcome Center is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming and have resources so that all immigrants can thrive. We have robust services providing counsel and connections to immigrants and refugees, assisting with the completion of applications for citizenships, helping other organizations advance their services for immigrants and refugees, and more. IWC currently has a $800,000+ budget with 10 full-time employees and a corps of Natural Helpers that advance our work with the immigrant neighbors and organizations that serve them.

IWC team members enjoy a collaborative, ambitious, mission-focused culture; flexibility for home and office-based work; supportive benefits (including health insurance); flextime and time-off arrangements that support healthy integration of work and life demands.

**Position Summary**

Provides oversight and manages the quality of the Immigrant Welcome Center’s (IWC) programs for immigrants and the immigrant-serving partner organizations. Leads the program design, implementation, and evaluation of programs. Creates processes to monitor and report on overall program design, implementation, and evaluation. Utilizes evidence-based strategies and interventions, policies, and systems as appropriate. Assists the Chief Executive Officer in the day-to-day operations, including personnel management.

**Responsibilities**

* Plans/Manages programs and activities related to immigrant integration, and community education and outreach.
* Supervises a team of three staff members and interns. Provides operational support to the Chief Executive Officer.
* Leads internal program-specific projects that advance the effectiveness of IWC programs (e.g., database adoption, performance monitoring system development, curriculum development).
* Partners with the CEO and other senior leaders to monitor community needs and emerging best practices to guide program development.
* Gathers data and other information related to immigrant integration, and community education and outreach.
* Develops trainings and curricula to address the needs of the immigrants, community members in general, and staff members. Ensure that trainings and resources support skill-building for navigating conflict, team building, and trust.
* Provides oversight and coordination of programs to connect immigrants to resources and information in the community, including through staff/Natural Helpers as well as digital-based information
* Maintains confidentiality of information.
* Partners with the Marketing and Communications Manager to develop, oversee, and deliver meaningful community education (including Navigating Culture & Bias Workshops).
* Handles general community (i.e., non-partner) requests for Navigating Culture and Bias Workshop engagements, and other speaking engagements including scheduling of speakers.
* Participates in department and all-staff activities.
* Oversees special time-bound projects related to immigrant integration.
* Serves as a spokesperson in addition to the CEO and Board Members in media appearances and broad community-facing work.
* Works closely with the Director of Development and CEO to build relationships for the purpose of securing funding and sustaining the programs. Prepares grant and project reports in collaboration with Director of Development.
* Advocates for the inclusion of racial justice issues when working with other organizations and coalitions. Considers factors like language access/interpretation, accommodations, childcare, food, and proximity to transportation when planning programs and events.

**Other Duties and Responsibilities**

* Functions as a team member along with other Immigrant Welcome Center staff.
* Assumes responsibility for professional self-growth and continued development in relevant fields of practice.

**Qualifications**

* Completion of a master’s degree in public health, business administration, public affairs, health education, social work or a related field and three years of experience in program planning and development; **Or** completion of a bachelor’s degree in public health, public affairs, social work, business administration health education, or a related field and five years of experience in program planning and development.
* Current Indiana driver’s license and use of automobile.
* Experience in creating and implementing policies, guidelines and/or other protocols within organizations.
* Knowledge of operational, mathematical, analytical, and statistical research techniques used in decision making.
* Lived experience as an immigrant/child of an immigrant preferred.
* Supervisory experience required.
* Authorized to work in the United States

**Skills and Abilities:**

The incumbent will demonstrate the below listed skills and abilities:

**Communication Skills**

* Encourage and engage in open dialogue.
* Interact tactfully with internal and external organizational personnel, public, and community groups.
* Convene work teams and provide leadership in complex, stressful situations.
* Exercise deductive reasoning, professional judgment, and accept responsibility for decisions.
* Write meaningful and complex reports and other internal and external documents.
* Fluent in English.
* Fluent in one other language preferred.

**Mathematical Skills**

* Compute rate, ratio, percent and to design and interpret simple graphs.

**Reasoning Ability**

* Read, analyze, and interpret professional reports, journals, and government regulations and policies.
* Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
* Demonstrate flexibility and high level of organizational skill to respond effectively to changing situations and priorities

**Work Environment**

* Primarily office environment and outreach activities in varied public sites. May need to work remotely
* Standard working hours 9:00am-5:00pm Monday-Friday
* Some evening and weekend work required (flex time available)
* Extensive computer and phone work

Provided to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_