Lutheran Social Services of the Southwest

Job Description
Associate Director

Exempt: Yes
Reports to: Division Director
Program: Refugee & Immigration
Location: Phoenix

Base Wage: Set by C.E.O
Department: Refugee & Immigration
Date Reviewed: March 2022
Supervises: Supervisors and Support Staff

General Description
In concert with the Division Director, this position supervises and directs the day-to-day operations of Refugee & Immigration Services and implements the objectives of LSS-SW and all contracting funders. Supervises staff and provides support to families through reception and placement, intensive case management services, employment services, case management, monitoring of compliance standards, documentation, and ongoing training and advocacy. The job requires sensitivity to the program population’s cultural and socioeconomic characteristics.

Essential Duties and Responsibilities include the following:

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<td>15</td>
<td>Oversee the day-to-day operations of Refugee &amp; Immigration ensuring program efficiency and quality. Acquire and demonstrate a working knowledge of all contract requirements related to the programmatic areas. Coordinate program activities including but not limited to:</td>
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<td>1. Reception and Placement</td>
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<td>a. Housing and Pre-Arrival</td>
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<td>b. Cultural Orientation</td>
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<td>2. Intensive Case Management</td>
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<td>3. Employment Services including Matching Grant Program</td>
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<td>4. Interpretation</td>
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<td>5. Community integration and support services</td>
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<td>a. Children’s Services</td>
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<td>b. Education</td>
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<td>c. English Language Training</td>
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<td>d. Women’s Empowerment</td>
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<td>e. Volunteers and co-sponsors</td>
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<td>f. Welcome and Reception</td>
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<td>6. Immigration Services</td>
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<td>Regularly communicate program performance and/or related issues to the Division Director.</td>
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<td>General Management</td>
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<td>1. Conduct all activities with a commitment to the organization’s mission and strategic plan; focus efforts to inspire a client-centered approach to quality service delivery and operational excellence; uphold all policies and procedures.</td>
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<td>2. Supervise the resettlement activities to guarantee the completion of core services as prescribed in the Cooperative Agreement and other program guidelines.</td>
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3. Provide excellent customer service and exhibit respectful, professional conduct in all communications, including in-person, written, and electronically. This includes good working communication with community partners and funders; the ability to set appropriate professional boundaries; to respond to and manage conflict that may arise; and to maintain a positive, customer-oriented attitude at all times.
4. Must maintain confidentiality and follow policies related to personnel records and client records; and maintain appropriate boundaries between professional and personal issues.

15 **Financial Management**
1. To be involved in development and implementation of operational and growth strategies, and coordinate/communicate status with Division Director.
2. Oversee the expenditure of contractor, client services, and other budgets and line items.
3. Safeguard finances through implementation of internal controls and policies; ensure check or funding requests meet accounting and program standards and are submitted in a timely basis.
4. Respond to both new and renewal requests for proposals to maintain and expand programmatic services and funding sources.
5. Assist Division Director in preparing program proposals, contracts, budgets, and reports.
6. Develop program budgets and manage/monitor program finances according to policy and procedures.

15 **Program Management and Compliance**
1. Responsible for the local execution and adherence to program requirements for every contract/grant/program.
2. Track and monitor performance measures, outputs, and expected outcomes; ensure all program goals are met.
3. Review and audit case files for compliance on a monthly basis; prevent compliance issues through consistent monitoring, follow-up training, and staff performance reviews and coaching.
4. Prioritize the collection of required matching contributions to applicable program budgets; ensure matching contribution goals are achieved; supervise the fulfillment of other targets such as slot allocation for the Matching Grant program.
5. Overseer production of contract/grant reporting for each program; make certain reporting and other requests for information are submitted on-time, complete, and of high quality.

15 **Human Resources**
1. Recruit and train staff; ensure that all staff is properly on-boarded and welcomed to include comprehensive training and orientation for position; oversee hiring process per agency HR policies.
2. Create a positive, safe, and productive work environment for all staff; ensure staff time is managed in-line with job description and duties; coordinate PTO requests, day-to-day activity scheduling, and ensure staff are working within assigned hours and budgetary limitations.
3. Monitor expense reports and time sheets for staff and other contractors, ensuring they are received in the Finance Department on a timely basis.
4. Ensure completion of HR reporting, performance reviews, and other paperwork.
5. Maintain open and direct communications with all staff; ensure staff issues and concerns are properly and promptly resolved; cultivate staff for professional development, retention, and personal growth.

10 Faith and Community Engagement
1. Collaborate with the Faith and Community Engagement staff to support, enhance, and grow faith and community engagement, goodwill, and resources in order to support refugees in Arizona.
2. Develop and maintain relationships with collaborating agencies, local communities and congregations; attend area coalition meetings and community consultations.
3. Represent the organization in the community as an industry and issue expert by presenting at national and local workshops and trainings and serving on national and local task forces and workgroups.
4. Participate with the Fund Development staff in the introduction of individuals to the organization and cultivation efforts, including “Come and See” events, sharing of success stories and communicating the needs of the programs.
5. Ensure that external communications including marketing materials, messages, correspondence, and other materials are consistent and follow branding guidelines.

5 Assumes position of leadership within resettlement program and contributes to process of program development. Maintain an established work schedule, including a high level of self-direction and responsibility. May include State and National travel.

2.5 Follow internal protocol immediately with regard to safety, health, and the environment of the member and employee workspace and workplace equipment.

2.5 Maintain current status for professional credentials.

2.5 Present a professional attitude and wear professional attire at all times.

2.5 All other duties as assigned.

Supervisory Responsibilities: Manages and supervises Program Supervisors and staff as may be necessary to accomplish program objectives. Responsible for the overall supervision and management, coordination, and evaluation of staff. Carries out supervisory responsibilities in accordance with organization’s policies and procedures and under the direction of the Division Director. Responsibilities include: advertising for, interviewing, hiring and training staff; planning, assigning and directing work; appraising performance, addressing complaints, and resolving problems to the best of their ability.

Qualification Requirements:
To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Master’s Degree in social work, psychology, sociology or a closely related field is preferred. A Bachelor’s Degree combined with at least four years related social service experience, preferably working with immigrant populations, and/or training; or equivalent combination of education and experience may substitute for a Master’s Degree.
EID ____________  Name _________________________________

• Two years supervisory experience
• Refugee resettlement experience preferred
• Provide and maintain a current Level One Fingerprint Clearance Card, clear the Department of Economic Security Central Registry Background Check and a criminal background and motor vehicle screening; must maintain valid AZ Driver’s License, a clear driving record and reliable transportation for the duration of employment.

Knowledge, Skills, and Abilities:
• Proficient computer skills and knowledge of Outlook and Microsoft Office Programs (i.e. Word, Excel, PowerPoint).
• Excellent interviewing, perceptual, diagnostic and assessment skills.
• Ability to relate well with individuals of varied lifestyles, backgrounds and ethnicities.
• Experience in cultural diversity.
• Ability to assess individual’s strengths and weaknesses.
• Experience in mediation and other interventions.
• Ability to participate as a member of a team, including collaboration, cross-training, and mutual assistance.
• Ability to work independently with high initiative.
• Ability to travel to throughout the state as requested by supervisor

Language Skills:
Ability to communicate clearly. Ability to listen and perceive need. Ability to work with people form diverse backgrounds non-judgmentally. Ability to effectively present and represent LSS-SW and the program’s needs to religious and community groups as well as others in the social services community.

Mathematical Skills
Strong ability to calculate figures, and prepare and analyze budgets.

Reasoning Ability:
Ability to define problems, collect data, evaluate information, draw conclusions, and take appropriate action based on this information. Ability and confidence to make decisions and to solicit guidance from Division Director.

Physical Demands/Work Environment
The physical demands and work environment characteristics here are representative of those that are needed by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• While performing the duties of this job, the employee may be required to sit or stand for long periods. The employee frequently is required to use hands to hold objects and operate office equipment.
• The employee is required to be able to listen and communicate effectively.
• The employee may be required to occasionally lift and/or move +25 lbs.
• The noise level in the work environment varies with the activity level of the facility.
• The employee must be able to orientate and navigate well within the Program’s geographic boundaries, be willing to drive to client’s home, and conduct home visit tasks in client’s home.
I have read and understand this document. I have had an opportunity to discuss this document with my supervisor.

__________________________________________________________________________
Employee Signature    Date

__________________________________________________________________________
Employee Print Name

__________________________________________________________________________
Supervisor Signature    Date