Lutheran Social Services of the Southwest (LSS-SW)
Job Description

Community Integration Supervisor

Exempt: Yes
Reports to: Associate Director
Program: Refugee and Immigration
Location: Phoenix

General Description:
In concert with the Associate Director, this position oversees the daily operations of all components of Refugee and Immigration-Support Services, providing guidance, leadership and direct support in all aspects of service provision. In addition, this position coordinates, supports, enhances, and grows faith and community engagement, goodwill, and resources to support refugees as they seek to lead self-sufficient lives and integrate into their new communities. This position implements the objectives of LSS-SW and all contracting funders through staff supervision, monitoring of compliance standards, documentation, and ongoing training and advocacy. The job requires sensitivity to the program population’s cultural and socioeconomic characteristics.

Program Aide Essential Duties & Responsibilities

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<th>WEIGHT</th>
<th>DESCRIPTION</th>
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<tr>
<td>20</td>
<td>1. Oversee the day-to-day operations of the Refugee &amp; Immigration – Support Services ensuring program efficiency and quality. Acquire and demonstrate a working knowledge of all contract requirements related to the programmatic areas. Supervising program activities including but not limited to:  • Co-sponsorship groups and volunteers working with refugee clients  • Community Integration-focused trainings and activities  • Cultural Orientation/Trainings  • Children Services  • Community Outreach  • Resource Development  • Housing and Pre-Arrival  • Women’s Empowerment  • Welcome and Reception  • Phoenix Refugee &amp; Immigration Services internship, Vista and AmeriCorps programs.  2. Develop and conduct training regarding the duties and responsibilities of co-sponsorship for volunteers and faith and community groups.  3. Communicate with current volunteers and co-sponsorship groups to learn and share innovative ideas that will support and educate them in their ongoing role.  4. Work in partnership with Fund Development and Refugee &amp; Immigration Services to strengthen and support a philanthropic culture within and</td>
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<tr>
<td></td>
<td>Faith and Community Engagement</td>
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<tr>
<td>1.</td>
<td>Support, enhance, and grow faith and community engagement, goodwill, and resources to support refugees.</td>
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<td>2.</td>
<td>Develop and maintain relationships with collaborating agencies, local communities and congregations; attend area coalition meetings and community consultations.</td>
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<td>3.</td>
<td>Represent the organization in the community by presenting at workshops and trainings and serving on task forces and workgroups as requested by Associate Director.</td>
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<td>4.</td>
<td>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.</td>
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<th>Financial Management</th>
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<td>1.</td>
<td>Develop program budgets and manage/monitor program finances according to policy and procedures.</td>
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<td>2.</td>
<td>Coordinate with the Finance department on all finance policies, processes and internal controls.</td>
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<td>3.</td>
<td>Respond to both new and renewal requests for proposals to maintain and expand programmatic services and funding sources.</td>
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<th>Program Management and Compliance</th>
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<td>1.</td>
<td>Responsible for the local execution and adherence to program requirements for appropriate contract/grant/program.</td>
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<td>2.</td>
<td>Track and monitor performance measures, outputs, and expected outcomes; ensure all program goals are met.</td>
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<td>3.</td>
<td>Review record-keeping, data-entry, and case notes for compliance on a monthly basis; prevent compliance issues through consistent monitoring, follow-up training, and staff performance reviews and coaching.</td>
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<td>4.</td>
<td>Oversee contract/grant reporting for each program; make certain reporting and other requests for information are submitted on time, complete, and of high quality.</td>
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<th>Human Resources</th>
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<td>1.</td>
<td>Recruit and train staff; ensure that all staff are properly on-boarded and welcomed to include comprehensive training and orientation for position.</td>
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<td>2.</td>
<td>Create a positive, safe, and productive work environment; ensure staff time is managed in-line with job description and duties; coordinate PTO requests, activity scheduling, and ensure staff are working within assigned hours and budgetary limitations.</td>
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<td>3.</td>
<td>Monitor expense reports and time sheets for staff, ensuring they are received in the Finance Department on a timely basis.</td>
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4. Ensure completion of HR reporting, performance reviews, and other paperwork on a timely basis.
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 General Management
5. 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.
6. 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, volunteers, 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.
7. Maintain confidentiality and follow policies related to personnel records and client records; maintain appropriate boundaries between professional and personal issues.
8. Support, strengthen and build cross division support and partnerships within LSS-SW.

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

2.5 All other duties as assigned.

**Supervisory Responsibilities:** Manages and supervises Program Coordinators, staff, and interns as may be necessary to accomplish program objectives. Responsible for supervision, coordination, and evaluation of staff. Carries out supervisory responsibilities in accordance with organization’s policies and procedures and under the direction of the Associate Director. Responsibilities include; 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.

- Bachelor’s Degree is required. A degree in social work, sociology, psychology, or a related field is preferred. Experience living in another country and/or working with refugee or immigrant populations is strongly preferred and can substitute for a degree in a preferred field.
- One year supervisory experience is required; two years in 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:
• Ability to work with diverse communities, faith leaders and congregations.
• Strong verbal and written communication skills including the ability to articulate commitment to and passion for the Lutheran Social Services mission and refugee resettlement in public venues.
• Proficient computer skills and knowledge of Outlook and Microsoft Office Programs (i.e. Word, Excel, PowerPoint).
• Ability to relate well with individuals of varied lifestyles, backgrounds and ethnicities.
• Experience in cultural diversity.
• 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 or nationally as requested.
• Team player who takes initiative, demonstrated networker, and ability to work with diverse populations cross culturally, cross faith traditions and cross programs.
• Demonstrated conflict resolution and problem-solving skills, calm under pressure.
• Management and team building experience.
• Project management skills that include organizing, documentation, multi-tasking, prioritizing and meeting deadlines.
• Understanding and appreciation for a philanthropic culture and faith-based nonprofit agencies.

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
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 Regional 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.
EID ___________  Name ______________________________________

- 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 clients’ homes as needed.

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