JOB DESCRIPTION:

Job Title: Initial Resettlement Manager  
Work location: Memphis, TN  
Reports To: Integration Programs Director  
Date Developed: October 25, 2022  
Department: Integration Department  
Starting Salary: $48,000 annually  
To Apply: http://bit.ly/3TSLHvY

POSITION SUMMARY:
World Relief is a unique and invigorating place to work. We are looking for talented, ambitious and collaborative people to come alongside our mission, vision and values as we partner with churches to empower the most vulnerable in the world. We hope these resources provide more insight into your hiring journey with us.

The Initial Resettlement Manager (IRM) at World Relief Memphis (WRM) will provide supervision and strategic management for programs serving refugees and other eligible immigrants during their first three months in the U.S. to ensure program participants reach a place of stability and move towards healthy integration. The IRM will lead a team of people to perform high quality, core resettlement services, while ensuring compliance with programs established by the Bureau of Population, Refugees, and Migration (PRM) and the Office of Refugee Resettlement (ORR) and its program intermediaries.

RESPONSIBILITIES:

Staff Supervision

- Embody the mission, vision and values as leader and an example for staff, interns, volunteers, clients and the community
- Responsible for the hiring, training, supervising, coaching, and evaluating of service line staff
- Assist staff with setting individual goals, identifying professional development opportunities, practicing self-care, and managing priorities and workload.
- Facilitate regular meetings with staff to provide supervision and support, including communicating expectations, providing constructive feedback, assisting with problem-solving, and providing accountability and coaching in areas needing improvement
- Participate in regular meetings with other program managers to ensure quality, team-based, and client-centric service provision
- Model WRM's commitment to a healthy work culture by ensuring that employees are celebrated for their achievements and given opportunities for growth
Program Oversight

- Oversee the delivery of core resettlement services in compliance with grant and program requirements for the Reception and Placement (R&P) grant
- Work with World Relief’s national office to assure cases for local resettlement
- In collaboration with volunteer mobilization staff, support preparations for incoming refugee families, including the provision of housing, furniture, household items, interpreters, and airport pick-up assistance
- Ensure all required services, appointments, and program enrollments after a refugee’s arrival are completed
- Regularly evaluate initial resettlement program operations and systems to identify opportunities to improve efficiency and service provision
- Ensure all services are culturally and linguistically appropriate and of high quality
- In conjunction with finance staff, monitor program budgets, reviewing them monthly at a minimum, to ensure expenses do not exceed income
- Participate in grant writing for renewal grants and grant acquisition activities for new opportunities
- Develop and maintain systems, policies, and procedures for case management staff, within the framework of WR’s systems and policies
- Provide direct service support, as needed

Program Evaluation and Reporting

- Ensure accurate and timely submission of monthly R&P and other grant reports
- Perform regular review and monthly quality control to ensure electronic case files, client notes, and services are timely, accurate, thorough, and in compliance with R&P, MG, and RSS guidelines
- In collaboration with department directors and program leaders, solicit client feedback both informally and formally about service provision, including feedback from refugee and immigrant community leaders on a regular basis
- Respond to beneficiary and community feedback and use feedback to adjust service provision as appropriate
- Work collaboratively with internal department and service line leaders to identify program needs and establish clear and measurable objectives and goals to demonstrate how needs are met

Communication and Collaboration

- Participate with other program staff in weekly case briefing meetings to monitor client progress, adjust case plans, and effectively address the needs of clients
- Maintain regular communication with program managers and directors, locally and regionally, and provide appropriate feedback loops to the case management team
• Collaborate with Volunteer Mobilization Department staff to develop and maintain opportunities for WR volunteers to integrate with and support resettlement programming
• Collaborate with Volunteer Mobilization Department staff to manage and report on donated funds and goods that support the Reception & Placement grant
• In collaboration with program leaders, represent World Relief to funders, partner organizations, and other community stakeholders
• Liaise between World Relief and partner agencies including but not limited to: health departments, medical providers, benefits agencies, school districts, adult ELL providers, housing partners etc.
• Participate in video calls and regular communication with WR’s Home Office
• Respond quickly to inquiries from partner organizations, funders, volunteers, and clients
• In collaboration with the program director, provide refugee arrival forecasts and program updates to staff, grantors, and community stakeholders and participate in the planning of key stakeholder meetings
• Work with local organizations to develop partnerships and ensure refugees are aware of and able to access external services as needed
• Participate in other internal department and service line management meetings and ensure strong internal collaboration and coordination around service provision and program design

**KNOWLEDGE, SKILLS & ABILITIES:**

• Ability to coach, motivate, and encourage others to work effectively and pursue excellence
• Fluent in English with strong interpersonal communication skills – active listening, speaking, and writing
• Bi-Lingual desired but not required (e.g., Swahili, Spanish, Dari, Arabic, Kirundi, etc.)
• Excellent problem-solving and conflict resolution skills; ability to assess, analyze, and respond to changing realities appropriately
• Ability to manage multiple demands and deadlines with flexibility
• Decisive, ability to obtain necessary information to make good decisions
• Strong ability to work independently, remain focused, productive, and accomplish goals in a challenging, fluid and sometimes unpredictable environment
• Strong team player who demonstrates commitment and the ability to collaborate effectively across department and program areas
• Demonstrates integrity, humility, positivity, and a willingness to learn
• Ability to mediate conflict and provide constructive feedback in a timely manner
• Previous management experience strongly preferred
• Knowledge of the Reception & Placement grant and other refugee and immigrant programs is strongly preferred
• Willingness and ability to commit to the position for a minimum of three years
• Must be willing to perform other tasks as assigned
REQUIREMENTS:

- Mature and personal Christian faith
- Committed to the mission, vision, and values of World Relief
- Desire to serve and empower the Church to impact vulnerable communities
- 2+ years of management experience and/or working in refugee resettlement
- Bachelor’s degree
- Proficient in Microsoft Office applications (Outlook, Word, Excel)
- Valid driver’s license and reliable access to an insured vehicle
- Must be able to pass a background check and motor vehicle background check

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met 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 is required to have ordinary ambulatory skills sufficient to visit other locations
- The ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 10-15 pounds.
- Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information.
- The employee frequently is required to sit, reach with hands and arms, talk and hear.

WORK ENVIRONMENT:

- General office setting.
- Great lengths of time working on computer, reading from computer screen, entering information, standing at copier or fax machine, and some time on the phone or in skype meetings may be required.
- Year-end archiving activities involve repeated lifting and bending.
- Physical, emotional and intellectual demands
- Equipment used: Employee computer (desktop or laptop), printer, and copier.
- All of the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Individuals may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation. This position description is not all-inclusive and is always under review.
We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace and perform pre-employment substance abuse testing.

For World Relief staff, strong commitment to the mission, vision, and values of World Relief is essential, and Christian faith is a prerequisite for employment, based upon United States federal guidelines provided in Title VII of the Civil Rights Act of 1964.

**Legal Background in the United States**

World Relief is both an equal opportunity employer and a faith-based religious organization. This means that we conduct hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of World Relief as an equal opportunity employer does not prevent the organization from hiring staff based on their religious beliefs, so that all staff share the same religious commitment.

Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. 2000e 1(a) World Relief has the right to, and does, hire only candidates who agree with World Relief’s Statement of Faith.

**JOB DESCRIPTION ACKNOWLEDGEMENT:**

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name___________________________ Date__________________

Employee Signature____________________________________________________________