ORGANIZATIONAL DESCRIPTION

The Washington Immigrant Solidarity Network (WAISN) is a grassroots coalition of over 400 immigrant and refugee rights organizations, formed in the wake of the November 2016 elections.

WAISN’s mission is to protect and advance the power of immigrant and refugee communities through a multiracial, multi-generational, multi-ethnic, multi-ethnic, multi-ethnic, multi-ethnic, multi-ethnic, multi-ethnic, multi-gender, multilingual, and multi-faith coalition. Our organizing strategy educates and mobilizes statewide to uphold and defend the rights and dignity of all immigrants and refugees, centering the voices of vulnerable and impacted communities.

The state of Washington is home to over 943,000 immigrants and receives the 8th most refugees among states. Many groups of, by and for immigrants and refugees have been working around the state for decades. In the face of the proliferating threats unleashed on us by the Trump administration and a rise in the white supremacy movement in the U.S, we have coalesced to form the Washington Immigrant Solidarity Network.

WAISN is the largest immigrant-led coalition in the State of Washington. We are a powerful, volunteer-driven network of immigrant and refugee rights organizations and individuals distributed across the state in 27 counties. We work to provide support, capacity, and resources to organizations’ efforts to build power and act as a united immigrant justice voice statewide.

The ideal candidate shares our commitment to building relationships and grassroots power in immigrant and refugee communities and supports our feminist decolonial transnational and intersectional values of joy, care, solidarity across differences, integrity, and accountability.

As a Trauma-Informed Care Organization, we firmly believe in solidarity, and not help, approaches to direct services and referrals for immigrants from all walks of life. This new position is responsible for the ongoing operations of the two 12hrs/7days a week hotlines: WAISN Rapid Response and COVID-19 Relief Hotline for the entire State of Washington, which is staffed by skilled volunteers and professionals that triage and assess crisis by phone and make appropriate referrals to resources, organizations, and services. The WAISN Rapid Response hotline is the largest and only hotline serving immigrants in the State of Washington. The COVID-19 Relief Hotline is a space created to extend holistic COVID relief and provide application assistance to immigrants.

POSITION SUMMARY

The Hotline Program Director reports to the Deputy Director and monitors all assigned programs to ensure the quality of care, efficiency and effectiveness, program performance, productivity, and compliance with any accreditation standards, all applicable laws, rules, regulations, policies, and procedures set forth by the grants that fund the programmatic work of to statewide hotlines.

The Hotline Programs Director participates in WAISN’s Leadership team for executive management as part of overall WAISN’s Senior Leadership, and engages in program development, and planning, including setting up an annual proposed budget for the hotlines.
Key Responsibilities

ADMINISTRATIVE/OPERATIONS:

- Plan, organize, and implement services in correlation with the Mission, Vision, Principles of Care, and Management Principles of WAISN.
- Promote and sustain initiatives promoted by WAISN such as Trauma-Informed Care, Person-Centered referral services, Motivational Interviewing, etc.
- Provide leadership and strategic direction for service development and implementation of initiatives.
- Accept delegation and follow through with specific expanded assignments and responsibilities within WAISN's system such as quality improvement teams, agency initiatives, task groups, committees, consultations, mentoring, or training responsibilities.
- Ensure all contract requirements, including performance outcomes, are met for every assigned program.
- Participate in state-wide initiatives as directed by the Deputy Director and/or Executive Director.
- Ensure compliance with government grant reporting and deliverables, and all other laws, rules, regulations, and policies and procedures as it relates to the provision of services.
- Work to assure that services are delivered in a manner that meets qualitative and quantitative standards of the organization and applicable licensing or regulatory bodies.
- Promote collaboration and build relationships with key community partners.
- Manage community concerns as a priority with a goal towards program improvement, staff development, and community education.
- Coordinate supervisory coverage and back-up.
- Participate in media-related requests and activities as directed by the Deputy Director and/or Executive Director.

MANAGEMENT OF ASSIGNED PROGRAMS:

- Represent WAISN in key tables, coalitions, and meetings with allies and organizational partners, particularly member organizations from our steering committee;
- Partner with the Communications Team to project externally WAISN’s political and advocacy agenda and message;
- Provide high-level strategic advice to the Deputy Director on program development including long-term strategy and growth
- Ensure callers receive timely access to services while maximizing the coordination of referrals, immigration accompaniment, deportation defense services, and detention bailing initiatives between partners and other service providers within and outside of WAISN.
- Manage, oversee, and ensure direct service requirements are met by the two Hotline Managers, the Strategic Partnerships and Government Relations Manager, and the Data Manager. Develop and evaluate progress towards each staff member’s annual work plan in support of WAISN’s overall strategic vision.
- Maintain data that is reviewed with the Deputy Director on a regular basis to support the performance objectives of each assigned program and in collaboration with the Development Director.
- Analyze data regarding the performance of all program areas for the purpose of conducting a needs assessment and gap analysis to identify opportunities for improvement.
- In collaboration with appropriate staff and community partners, advises the Deputy Director on all issues related to service provision and program development.
● Responsible for all assigned program personnel management activities, including overseeing the day-to-day operations.

● Promote and sustain the use of evidenced-based/promising practices and WAISN’s solidarity model.

● Track challenges of immigrant callers and assist in facilitating processes related to coordination of referrals and immigrant accompaniment while promptly addressing challenges that may arise related to these, if applicable.

● Serve as primary liaison with the Policy and Advocacy Team, collaborate with the Policy Director with regard to requirements and processes pertaining to immigrants in need of detention bailouts and in response to any immigrant raids, assuring that necessary tasks and processes related to deportation defense services to immigrants are tracked and timely addressed.

● Work closely as necessary with other community resources, professionals, and systems (e.g., The Washington State Health and Social Services Department) to support quality care and facilitate a collaborative partnership between WAISN and other such entities.

● The Director position may require phone calls after scheduled work hours for business-critical matters. Directors who have oversight of 24/7 programs are expected to be responsive to calls from program staff and WAISN’s leadership as needed.

MANAGEMENT OF PERSONNEL:

● Conduct applicant interviews, screening, and request for hire in collaboration with the Talent and HR Manager.

● Responsible for overseeing new employee training within the assigned programs and ensuring training plans are attended to for the purpose of personnel development.

● Responsible for timely performance appraisal, employee development, and corrective action of assigned employees in coordination with the Talent and HR Manager and the Deputy Director.

● Provide both regularly scheduled and as-needed supervision and provide consultation to supervisees as necessary.

● Identify, provide or ensure assigned personnel have access to required administrative supervision and training or secure such training.

● Ensure WAISN charting requirements, correspondence, Dayforce or its successor, and other paperwork in a complete and timely manner by personnel.

● Ensure all personnel are trained, as appropriate for each program.

JOB REQUIREMENTS AND PERSONAL TRAITS PREFERRED

● Master's degree in behavioral health or clinical social work. Must be licensed or eligible for licensure in Washington State.

● Must have at least five years of experience in supervision and management, preferably on direct services for immigrants or communities of color.

● Must have a broad range of experience and/or knowledge of issues related to providing services to immigrants in a community setting and clinical program development for these multiracial and multiethnic populations. Knowledge base should include service delivery approaches for immigrants including evidence-based and promising practices and progressive approaches to case management and intervention. Knowledge base should include service management, intervention approaches related to vocational, housing, healthcare access, and immigrant specific needs.
- Must have experience in writing grants, requests for proposal/information, program development, policies, and procedures or other documents related to the provision of direct services such as referrals.
- Capacity to work cooperatively, independently, and creatively in order to accomplish assigned responsibilities. Ability to work within the WAISN’s community-centered organizing strategies, to relate constructively to colleagues and community, and to use professional guidance and supervision. Capacity to display a positive, optimistic, accepting attitude toward personnel, callers, and larger immigrant communities.
- Sensitivity to individuals’ unique cultural characteristics, and to the challenges faced by the socioeconomically disadvantaged people.
- Must be computer literate with experience in Microsoft operating systems. Experience with electronic records and reporting preferred.
- Experience in operation and oversight of a hotline or call center is highly preferred.
- Must have the ability to work with various community partners that interface with WAISN’s hotlines to standardize and enhance processes with mutual clients.
- Experience working in a fast-paced team environment with the ability to successfully implement a state-wide program, manage deadlines and outcome/metric-based projects is necessary.
- Knowledge of innovative best practices for immigrant services and immigrant justice.
- A demonstrated commitment to social and racial justice issues and understanding of challenges facing immigrant communities, communities of color, queer and transgender communities, as well as low-and moderate-income families;
- A demonstrated commitment to cutting-edge progressive values that champion an intersectional decolonial and transnational feminist agenda centered around the dismantling of all systems of oppression.
- Bilingual/multilingual skills are highly preferred and desired.
- Maintain a valid driver's license. Ability and willingness to travel regularly & must live in Washington state.

COMPENSATION
This is a full time position. The salary range for this position is $90,000 to $105,000 annually for full-time work, contingent on experience.

The benefits package includes professional development training fees, generous paid time off, vacation, and sick leave. Please note that due to the new 501c(3) status, the organization is thinking through some of the most worker-friendly and people-centered best practices on employee benefits and policies that will include a retirement plan and collective days off.

Remote/Hybrid Work Policy
WAISN employees are currently located across the state of Washington and do not share a centralized office. Staff members are not required to work in person when handling day-to-day role responsibilities but will be expected to gather for events such as staff retreats and other all-staff reunions throughout the year. New staff members will be offered a $2,000 stipend to aid in relocation from out of state to Washington state if selected for their respective positions.

COVID-19 Vaccine Policy
In an effort to maintain a safe and healthy workplace, WAISN requires all current staff members and contractors to be fully vaccinated. WAISN defines "fully vaccinated" as having received either 1 dose of
the Johnson&Johnson or 2 doses of the Moderna or Pfizer administered vaccines. WAISN also strongly encourages personnel to receive a booster dose when possible. All new personnel must present proof of COVID-19 vaccination card to the HR & Operations Manager upon request. Exceptions to the vaccine mandate include religious reasoning and health concerns. If you are eligible for an exception, please reach out to the HR & Operations Manager to discuss in further detail.

**TO APPLY** Please send resume, cover letter, and list of three references to jobs@waisn.org. All documents must be in a single PDF in one email with “Hotline Programs Director” in the subject heading. Applications will be accepted on a rolling basis until the position is filled. No phone calls, please.

**WAISN is an equal opportunity/affirmative action employer that provides equal employment opportunities to all qualified employees/applicants in all of our employment practices without regard to race, religion, color, sex, or gender (including gender identity, pregnancy, childbirth, lactation), sexual orientation, national origin, ancestry, age, marital status, medical condition, physical or mental ability, or any other basis protected by law. We encourage applications from historically and currently disenfranchised people of color, immigrants, women, people with disabilities, members of the Lesbian, Gay, Bisexual, Transgender, Queer communities, and other historically and currently disenfranchised groups.**