

Director of Extended Services

Full Description:

The Director of Extended Services will oversee all aspects of the supportive programs that facilitate resettlement, including extended services such as: Intensive Case Management Program, Mental Wellness Program, and other services that support refugee clients' self-sufficiency. He or she will work with staff to deliver services to clients that are compassionate, culturally competent, and of the highest level of quality. The Director of Extended Services will be versed in the best practices of resettlement programs. He or she will form and maintain partnerships with service providers to meet all program requirements and to maintain a broad network of services available to refugees. He or she will serve as a member of the executive team overseeing client services.

Essential Duties:

- Ensures that all client services are delivered in accordance with PRM's Cooperative Agreement, Office of Refugee Resettlement guidelines, and other grant and funder requirements.
- Monitors assigned staff's adherence to agency policies and procedures.
- Supervises assigned staff's progress, accountability, and performance through regular supervision and annual reviews.
- Oversees and manages staff within Case Management Programs including the Preferred Communities Medical and Mental Health Intensive Case Management Program, Mental Wellness Program and others.
- Monitors program data to ensure that funding and outcome requirements are achieved.
- Participates in leadership team meetings and shares in oversight of programmatic and organizational decision making.
- Works with the Executive Director and key staff to address system continuity and effectiveness inside the agency and with community partners as assigned.
- Monitors client cases and meets with clients as needed.
- Prepares required reports and/or data for grant and contract requirements.
- Creates and implements outreach strategies to improve the case management referral network available to Exodus clients.
- Provides emergency back-up/on-call duties on a rotating basis with other management staff for agency staff, IOM, and national partners.
- Functions as part of and provides agency oversight in collaboration with the executive team.

Qualifications

- Must be licensed and have a Master's Degree in Social Work.
- Must have a minimum of three years' experience in social work or related field.
- Must have at least two years of management experience, both programmatic and personnel.
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds.
- Must possess strong record-keeping skills.
- PC proficiency, competent with Word, Excel, and PowerPoint.

- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to refugees.
- Must be able to function as part of a team.