



JOB TITLE Program Manager

PROGRAM Refugee Employment Services

JOB SUMMARY

The Program Manager's primary responsibility is the management of the activities of the Refugee Employment Services Program and its components. The Program Manager is responsible for direct supervision of staff and volunteers, the daily operations of the program and overseeing the budget of the program, and ensuring program compliance with all applicable professional and agency standards and funding requirements.

REQUIREMENTS

- Regularly monitor metrics to assure the team is meeting goals
- Manage employment contract and monitor compliance with contract
- Regularly monitor files and employee work product
- Train and work with staff to market refugees for employment to prospective employers
- Regularly report to agency and funder
- Monitor work of sub-contractor
- Do community outreach regarding services offered
- Keep abreast of employment trends in the region and train staff accordingly
- For Empowering Families: work with primary contractor to assure metrics and expectations are being met and manage staff accordingly
- Basic understanding of the United States Refugee Resettlement Program
- Manage workflow and workload assignments.
- Develop, monitor and evaluate all program work plans, outputs and outcomes to ensure goals are met. Identify and implement actions to improve goal attainment as necessary.
- Monitor and evaluate staff performance to ensure compliance with all expectations and standards of practice. Provide training, supervision, mentoring, and coaching to develop program staff.
- Monitor program(s) revenues and control program(s) expenditures to ensure accountability and operation within established budget. Promote good stewardship among staff members.
- Assist in the identification and development of resources (volunteer, donor, financial) necessary to ensure successful program performance, including the preparation of proposals.
- Research and analyze client population trends and emerging needs. Evaluate and modify program responses to address identified needs in conjunction with agency leadership.
- Cultivate positive relationships with relevant funding and monitoring entities, faith based organizations, social service providers, and other community partners. Participate in appropriate community collaborations.
- Complete/Audit all necessary documentation to ensure compliance with funding requirements, licensing requirements, COA standards, and agency quality assurance standards.

- Develop and implement program policies and procedures to ensure effective and efficient delivery of services.
- Ensure effective communication with program staff, peers and agency leadership.
- Ensure services are delivered in accordance with agency culture, mission, vision, and values.

QUALIFICATIONS

- Master's Degree in social work or related field
- One year of experience in managing professionals in a social service environment or a combination of education and experience.
- Understanding of Grant Writing a plus
- Bilingual skills in a common client language are preferred, but not required.

WORK HOURS AND LOCATION

Regular office hours are Monday through Friday 8:00 a.m. to 5:00 p.m. The work location is at the Catholic Charities office at 249 West Thornhill Drive in Fort Worth, Texas 76115.

TO APPLY

Interested persons should fax or email a cover letter, resume, & salary requirements to:
Catholic Charities, Diocese of Fort Worth, Inc.

Attn: Human Resources

249 West Thornhill Drive

Fort Worth, TX 76115

Fax: (817) 535-8779

Email: ccresume@ccdofw.org

Due to the volume of responses, only qualified parties will be contacted.

No phones call, please.

Date Posted: February 9, 2012

Remove Posting: Until filled