Job Title: Family and Youth Program Manager

Job Summary: The Family and Youth Program Manager will oversee programs for high-risk and recently arrived refugee families and youth self-sufficiency programs. The Program Manager will direct multilingual community navigators to accomplish care of families identified by assessing needs; developing, monitoring, and evaluating care plans and progress; facilitating interdisciplinary approaches and accessing community resources. The Program Manager will partner with agencies such as Des Moines Public Schools, Iowa Legal Aid and other community partners to share information and collaborate on best practices to serve students and families. Supervise program volunteers. Ensures programmatic quality control and compliance. Reports directly to the Program Director.

Background: Ethnic Minorities of Burma Advocacy and Resource Center is a grassroots organization founded by refugees from Burma in 2012, with the mission to help refugees expand their world of possibilities through advocacy, education, and community development. EMBARC was founded on the belief that sustainable change can only come from within a community that is empowered to help themselves. EMBARC serves refugee families in need, removes barriers, and builds leadership.

RESPONSIBILITIES:

- Supervise multilingual program staff
- Weekly contacts with all active families in caseload with language and cultural support
- Monthly contacts with designated point person for partner agencies
- Monitor day-to-day operational activities; supervise and mentor program staff and volunteers
- Provide direct client assistance as needed; ensure crises are handled appropriately
- Develop curriculum for trainings and community workshops with relevant community partners
- Represent EMBARC at community events, meetings, and outreach/education events
- Cultivate community partnerships and community resources
- Create organizational infrastructure, processes, and procedures
- Develop annual feedback process and evaluation plans congruent with the objectives outlined in grant
• Analyze program data and implement changes to ensure continuous improvement
• Work closely with program funders, maintain accurate record-keeping systems, and complete required reports

QUALIFICATIONS:
• Bachelor’s degree (required in human services or social services related field, community development)
• 2 years program management and supervisory experience required, with relevant focus in social services/team management
• Excellent oral, written, and interpersonal communication skills
• Demonstrated ability to build partnerships and relate effectively with diverse constituents
• Independent thinker capable of multi-tasking and critically thinking to solve conflicts
• Superior organizational skills, including program/event planning and coordination and some financial management of grants
• Flexibility to travel and work occasional evenings/weekends

SALARY/BENEFITS:
• Salary range $32,000 to 36,000, commensurate with experience
• Full benefits

Send resume, cover letter, and contact information for 3 professional references to Henny@embarciowa.org

Please submit your application no later than January 19, 2017