



Position Announcement

Resettlement Director (1 FTE)

Job Title: Refugee Resettlement Program Director

Reports To: Executive Director

Status: Full time

Location: Madison, WI

Job Summary:

Responsible for managing all aspects of resettlement services, including supervision of case management services for all refugees and immigrants, quality assurance, budgeting, networking, collaboration and staff supervision.

Our Agency:

Jewish Social Services (JSS) is a 40-year-old organization, working to improve the lives of individuals and families of all religions and nationalities. Our programs help people manage mental health and physical health; we care for and connect seniors to needed services and programs; we provide emergency financial help to rebuild self-sufficiency; and we welcome and help resettle and provide legal assistance to refugees from around the world. Our offices are located on the west side of Madison.

Essential Responsibilities:

- Provide supervision and support of the Resettlement staff to include the development and implementation of service standards, goals, and objectives.
- Coordinate, monitor, and ensure service delivery and documentation of case management, education, health and employment services for all clients.
- Responsible for the quality of Resettlement Services program case record documentation, both manually and electronically. Records should follow required laws and accrediting bodies, as well as agency policies and procedures. Documentation should be completed accurately and timely.
- Coordinate and supervise the program's overall quality assurance activities
- Lead weekly staff meetings and facilitate appropriate program communications.

- Serve as a member of JSS leadership team and collaborate with other JSS departments to ensure integration of services agency wide.
- Act as liaison between JSS and HIAS, and the state refugee office.
- Regularly monitors HIAS (Reception & Placement, Preferred Communities), Department of Children & Family (RSS) funds and other grant budgets by approving expenditures, clearing vouchers and check requests.
- Research and build relationships with community stakeholders including local government, apartment managers, local churches and synagogues, colleges and employers to access adequate and appropriate services for clients.
- Serve as emergency backup for case management. Prepares or oversees preparation of all reporting as required and ensures program compliance.
- Represents JSS in the community and workplace in a professional and ethical manner.
- Demonstrates sensitivity to the service population's cultural and socioeconomic characteristics.
- Demonstrates strong interpersonal, decision-making, problem-solving, oral, and written skills.
- Provides weekly supervision and prepares annual performance evaluations for assigned staff, with guidance and input from the Executive Director.
- Utilizes a basic knowledge of Microsoft Office applications.
- Must be able to work with populations of all ages and backgrounds

Essential Qualifications:

- Bachelor's Degree required. Master's preferred in social work or public health. Two years of supervisory experience is required.
- Knowledge and experience working with vulnerable diverse communities including refugee, immigrant and BIPOC communities.
- Knowledge of resources available in Dane County
- Able to work, interact and communicate effectively with grant funders (HIAS, DCF, PRM, ORR), Wisconsin resettlement affiliates, community partners and volunteers.
- Relevant community outreach or organizing experience
- Strong organizational, communication (verbal & written) skills required
- Excellent administrative organizational skills which ensure multiple competing priorities are addressed and completed in a strategic and thoughtful manner
- Ability to communicate on an individual level and in group situations.
- Ability to serve in the Madison Jewish community without judgment.
- Ability to use databases, Microsoft Office and video and conferencing,
- Must be able to handle objects weighing up to 20 pounds
- Position will require evenings and weekend work commitments
- This position includes local travel, and applicants must have the ability to access clients.

Not required, but a plus:

- Fluency in Farsi/Dari, Pashto, Swahili, Spanish, Arabic or French.

Compensation and Benefits:

Compensation is \$58,000 to \$63,000 depending on experience. This is a 40 hour/week position. Generous benefits include medical, dental, long-term disability, short-term disability, life insurance, flex spending, 403(b) with 5% agency contribution (after 1 year), vacation and sick days, secular, Jewish and floating holidays.

Interested individuals should send **a cover letter and resume** to Jewish Social Services at HR@jssmadison.org. Please include "Resettlement Director" in the subject line.

Jewish Social Services is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

If you need assistance or accommodation due to a disability, you may contact us at office@jssmadison.org or you may call us at (608) 442-4081.