POSITION: IRCO Pacific Islander and Asian Family Center Youth Programs Supervisor

WAGE: $48,000 - $56,000

LOCATION: Asian Family Center

APPLY AT: www.irco.org

STATUS: Full Time with Benefits

PROGRAM(S): IRCO-Pacific Island and Asian Family Center (PIAFC)

OPENING DATE: August 17, 2020

CLOSING DATE: Open until filled

GENERAL POSITION SUMMARY:
The Pacific Islander and Asian Family Center Youth Programs Supervisor is responsible for overseeing the day-to-day operations and oversight of multiple IRCO-Pacific Islander and Asian Family Center (PIAFC) based youth programs and acting as the primary liaison between IRCO PIAFC Youth Programs the PIAFC Director and Youth Department School Linked Manager. IRCO’s School Linked Programming builds positive and meaningful relationships with youth and families through academic advocacy, case management, out-of-school time group activities, and family engagement with the overarching goal of closing opportunity gaps for immigrant and refugee youth and supporting youth and families’ overall wellbeing. In addition to providing direct services to youth and families, IRCO’s school linked team works closely with partner agencies (i.e. schools) to improve school climate and support sense of belonging for immigrant and refugee youth/families. School linked staff are co-located at IRCO offices and various school sites and include programs based in local school districts such as Portland Public, Reynolds, Parkrose, Tigard-Tualatin and David Douglas that provide culturally and linguistically specific services throughout the Pre-K to HS continuum. This person will work closely with IRCO PIAFC Director, Youth Department Managers and Program Coordinators to ensure alignment with best practices as it relates to culturally specific youth and family programming for immigrant and refugee youth. This role directly oversees a team of 6-9 Program Coordinators, 25-30 direct service staff, and more than 50 volunteers annually across 10-13 programs per year.

ESSENTIAL FUNCTIONS:
These essential job functions are fundamental to the performance of the job. Individuals are qualified to perform the job only if they can perform all the essential functions of the job with or without reasonable accommodation. These essential job functions include many but not all of the necessary tasks the employee may be asked to perform:

1. AFC Youth Programs Vision and Oversight:
   • Work with Pacific Islander and Asian Family Center (PIAFC) Director and Youth Academic School Linked Manager to assist in assessing, designing and implement IRCO’s strategic planning; provide leadership, management and development of programs, which meet the academic
social and emotional needs of immigrant and refugees and other clients in the community based on goals and priorities established and shaped by youth and community voice

- Building and maintaining relationships and working cooperatively with Funding Sources, School districts, Colleges, Social Service organizations and other providers of services to youth, refugees, and clients in the Portland Metropolitan area.

- Provide public relations and outreach support on behalf of IRCO, most specifically related to PIAFC Youth programs, to meet the organizations/programs overall goals and objectives.

- Work with PIAFC Director and Youth Academic Managers with strategic planning for departmental programs and services. Manage program budget, budget review, writing reports, budget amendments, contract renewal, and contract review. Ensure that all fiscal records and reports pertaining to the program are completed within required time frames.

- Supervise the designated services and staff activities including verifying and monitoring work load of staff; training staff as it pertains to his/her primary job function; provide staff development and open communication opportunities through regular scheduled meetings and trainings that are in line with youth department goals and objectives; attend and actively participate in assigned community relations activities and advisory and/or committee meetings; participate in management team meetings, staff meetings, trainings, committees, and volunteer activities to support IRCO’s goals and objectives. Ensure consistent interpretation of agency policies and security, internal guidelines and overall Code of Conduct. This position oversees the identifying, safeguarding and destroying of confidential information and compliance with federal regulations and state consumer identification protection act.

- Oversee all aspects of program operations. Support Program Coordinators with project plans, contract monitoring and compliance, meeting program goals and objectives, and narrative and data reports internally and externally.

- Stay connected to youth, community/staff feedback and programs outputs/outcomes to reflect and programs’ strengths and challenges and utilize continuous quality improvement practices

2. Program Supervision and Oversight:

- Assist in the administration and management of Program Operations as it related to staffing, recruitment, training, compensation, benefit plans, information technology and supervision.

- Work with Program Coordinators to manage project budgets and contracts

- Supervise assigned program staff; monitor and evaluate performance; hire and terminate staff within Agency policies and procedures and program guidelines. Train and orient new employees; encourage and ensure optimal communication through regular meetings. Ensure consistent interpretation of Agency policies. Consult with Pacific Islander and Asian Family Center Director, Youth Department Manager and Human Resources regarding staffing needs, disciplinary issues, work plans, etc.

- Counsel supervisors and employees on policies, conflict resolution, and grievances.

- Evaluate supervisory employee’s performance through established evaluation process.

- Ensure program alignment with best practices in education and social work fields and alignment with IRCO and Youth Department strategic vision
• Utilize equity and inclusion lens for all aspects of work
• Work with program coordinators to manage all program records and reports
• Ensure continuous quality improvement practices for individual and group of programs

3. Representing IRCO/AFC Youth Programming:
• Work with Pacific Islander and Asian Family Center Director and Youth Academic Managers to assist with developing and maintaining inter- and intra-agency agreements. Conduct outreach activities to promote programs and agency objectives within the community. Establish and maintain cooperative external relationships with funders, volunteer agencies, the community and the general public. Participate in committees and groups as required to fulfill program goals and deliverables.
• Represent IRCO’s PIAFC Youth programs in key meetings and advisory councils with funders (e.g. City of Portland, various school districts, Oregon Department of Education)
• Building and maintaining relationships and working cooperatively with Funding Sources, School districts, Colleges, Social Service organizations and other providers of services to youth, refugees, and clients in the Portland Metropolitan area.
• Work with the Asian Immigrant and Refugee Youth Council (AIRYC) staff and students leaders to support youth council vision and priorities

JOB SPECIFIC QUALIFICATIONS:
• 3-5 years’ experience working in youth programs, specifically related to culturally specific school linked programs and immigrant and refugee communities
• 1-3 years’ experience with program management/coordination required
• Is part of and/or has lived experience working with immigrant and refugee youth and families with extensive experience/knowledge of diverse Pacific Islander and Asian communities
• Knowledge of educational, social, and human services, as well as the information and referral system
• Knowledge/experience of best practices in education and youth programming (i.e. restorative practices, trauma informed practices, equity in education, youth leadership)
• Knowledge/experience of best practices in social services (i.e. assertive engagement, crisis and critical incident response, etc.)
• Experience and ability to work in a multi-cultural environment
• Must have ability to work independently and as part of a team
• High degree of flexibility required
• Must be able to manage multiple and conflicting deadlines
• Strong ability to deal with high stress situations
• Strong ability to utilize strengths based, compassionate leadership style across diverse teams
• Strong ability to manage multiple, complex budgets
• Strong ability to manage narrative and data reporting
• Proficient in Microsoft Office including Word, Excel, Access and Power Point
KNOWLEDGE:

*Education:* Bachelor's Degree (4)
*Experience:* 3-4 years of experience is required (4)
*Licensure, Certification:* N/A
*Additional Language Required:* N/A

*Computers:* All positions at IRCO require use of a computer and experience working with Microsoft Products including but not limited to Microsoft 365, Excel, Word, Outlook and PowerPoint.

SKILLS:

*Communication:* Regular communication inside and outside the organization to exchange ideas and gather information (5)
  - Must have strong communication skills and a positive leadership style as it relates to representing IRCO/PIAFC youth programs internally and externally
  - Must have strong skills in intercultural, interpersonal and organizational communication
  - Must be able to effectively communicate verbally and in writing to individuals and groups
  - Must be able to prepare accurate, clear and concise reports
  - Must be able to listen for understanding and assist in problem solving
  - Must have the ability to communicate with a variety of personality types and levels of the organization as well as with persons outside of the organization
  - Capacity to deal with distressed clients and employees in an effective manner
  - Competency to maintain a high level of confidentiality and professionalism
  - Strongly Preferred: Fluency in a second language spoken by our usual clientele (i.e. Vietnamese, Nepali, Tongan, Chuukese, etc.)

*Creativity:* Regular need to design and develop multiple program functions (work units) and related processes and procedures (6)
  - Regular need for the development of new processes and procedures of the redesign of interrelated processes and procedures as needed

EFFORT:

*Mental:* There is a regular need for assessment of risk, analysis of options and decisions without complete information (5)
  - Must have strong analytical and decision-making abilities
  - May need to occasionally assess risk, analyze information and make decisions without complete information
  - Must be able to manage multiple and often conflicting deadlines
  - Must be able to successfully respond to situations of pressure involving individual circumstances
Must have ability to function in a positive manner in a demanding work environment, to demonstrate a high degree of flexibility, to respond to priorities and schedules that change frequently, and to meet multiple, sometimes conflicting community and intra office needs.

Must have the ability to maintain a high level of confidentiality

**Physical:**
Positions at this level require some physical efforts or manual labor such as lifting, carrying or constant movement. Positions with regular responsibility for driving are to be placed at least at this level (3)

- Be punctual, maintain a good attendance record, and be able to work flexible hours to meet the availability of clients, customers and committee commitments
- Ability to use basic office equipment, telephone, copy machine, fax machine, and personal computer
- Ability to sit, stand, walk, drive, talk on the phone and/or use computer terminal for long periods of time
- Ability to work in varied temperatures and weather conditions
- Ability to work a flexible schedule as necessary to meet organizational needs

**RESPONSIBILITY:**

**Impact and Influence:**
Positions at this level have a regular need or ability to analyze problem or concepts or make decisions on the information. Have distinct impact on and influence on organization operations, program outcomes, revenue, expense or budgetary outcomes (4)

- Regular need and ability to analyze problems or concepts and make decisions on the information provided. Regular and distinct impact on and influence on program outcomes, PIAFC operations, budgetary outcomes. Some program and policy development required with consultation in Youth Department/AH and HR managers

**Work Independence:**
Positions perform with a high degree of independence. Work is reviewed on an as-needed basis. Errors or omissions may not be identified internally. Guidance is available upon request. Work requires extensive decision-making (5)

- Must have analytical and decision-making abilities and ability to work under limited supervision
- Punctuality, maintain a good attendance record, and be able to work flexible hours to meet the availability of clients, customers and committee commitments
- Must consult with IRCO leadership if responsibilities are outside of established IRCO policies/protocols

**Planning:**
Positions at this level have on-going planning and goal-setting responsibilities. Planning processes typically impact more than one function or work unit. Planning is made more difficult because of the number of alternatives or obstacles (5)
Must consider own work and work of others. Must be able to forecast for new future (6-12 months) PI AFC youth program vision, budgets and contracts planning

Supervision:
Positions at this level are normally responsible for full managerial responsibility including providing direction to other supervisors/managers regarding the supervision of their staff. Supervisory span will include direct and indirect reports (6)

- Supervise program coordinators (exempt staff) and non-exempt staff as assigned. Must consult with HR and Youth Department Managers on final hiring and firing decisions, pay changes

WORKING CONDITIONS:

Environment:
This level has a work environment that is usually well protected, free from hazards or obstacles. There is little element of personal risk or hazard Job conditions are usually comfortable, with only occasional issues, temperature change (2)

- Minimal hazards, but occasional high risk situations and crisis response required. Some support/supervision of community violence prevention, intervention and outreach programming which increases risk

Schedule:
The work schedule is not regular and fluctuates to meet the needs of the organization or customers. (4)

HOW TO APPLY:
Applications are accessible on the IRCO website, www.irco.org. Attach resume and cover letter to IRCO application form. This position requires the completion of an IRCO application. Materials submitted without a completed application are considered incomplete and will not be considered. Due to the high volume of applications received, we will not be able to contact each applicant or return calls regarding the status of your application.

ABOUT IRCO:
The Immigrant and Refugee Community Organization (IRCO) is a non-profit organization established in 1976 to serve immigrants, refugees, and the broader community in Portland, Oregon. Our mission is to promote the integration of refugees, immigrants, and the community at large into a self-sufficient, healthy, and inclusive multiethnic society. Find out more at www.irco.org.

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