POSITION: RIFS Manager
WAGE: $57,000 - $63,000 per year
LOCATION: Main Office – 10301 NE Glisan St. Portland, OR 97220
APPLY AT: www.irco.org
STATUS: Full Time with Benefits with occasionally evenings and/or weekends required
PROGRAM(S): Refugee and Immigrant Family Strengthening Programs (RIFS)
OPENING DATE: July 10, 2019
CLOSING DATE: Open until filled
DRIVING: Required

INTRODUCTION:
Our Refugee and Immigrant Family Strengthening Programs respond to calls for help from victims, of all ages, 24 hours a day, 365 days a year. We give survivors the tools to transform their lives. We seek to prevent future violence by educating the community and by redefining public perceptions about domestic violence. As the leading culturally specific organization, we provide services to members of our community with high barriers such as language who are often not served by mainstream communities.

RIFS Manager is responsible for leading and managing program services and support to adults, teens and their children including where these services overlap and intersect with domestic and intimate partner violence, sexual assault, stalking, trafficking and other abuse.

This position will provide supportive supervision to program coordinator and Victims’ Advocates. Our team is located throughout our community at various locations, and IRCO provides both culturally specific and culturally responsive services. The Manager will provide clinically and trauma informed services and best practices, consultation and meetings.

RESPONSIBILITIES:
The Program Manager is responsible for the complete oversight of the program, including contract and budget oversight as well as working with our program coordinator to provide day-to-day supervision of staff and tracking of outcomes, and is the central liaison to funders and community partners. In addition to supervision of a team of 15+ diverse staff across several locations, the Program Manager is responsible to:

• Understand, train and educate the community about the specifics of victims of domestic violence
• This position must have a strong vision for the ongoing growth of IRCO’s services
• In collaboration with IRCO’s Legal Manager this position will plan for RIFS alignment of services with IRCO Human Trafficking programs
• Balance the needs of a diverse set of stakeholders, including partner agencies, a large and diverse team, to advocate on behalf of clients
• Establish and implement a professional development plan to address employee experience and skill gaps and ensure that every direct service employee is qualified having completed 40 hours of state mandated specialized domestic violence counselor training
• Supervise program staff through ongoing feedback, coaching, training, input and direction to sustain a positive work environment, high morale, inclusion and collaboration, ensure delivery of high quality programs and foster productivity and accountability
• Oversee the implementation of daily operating procedures, safety protocols and administrative functions
• Conduct difficult conversations honestly and competently
• Represent IRCO at various meetings
• Maintain a high standard of accountability for self, the program, its staff, and its partner agency sub-contracts
• Ensure the programs meets high quality standards in daily operations, including service delivery, partner/funder relations, and maintenance of program records
• Recruit, interview, hire, on-board and retain qualified employees
• Support staff to ensure knowledge and compliance with policies and procedures for all employees, volunteers and interns
• Regularly engage with clients and stakeholders to gain community support and to welcome input for program improvement and enhancement.
• Lead program specific meetings, staff meetings and in-service trainings
• Serve as an active member of IRCO’s management team and collaborate closely with IRCO’s Africa House and Asian Family Center Directors
• Negotiate and implement requested service changes with input from staff and various stakeholders
• Oversee and monitor budgets, contracts, and invoicing
• Conduct periodic program reviews to improve efficiency and ensure compliance with grant requirements
• Conduct public relations and outreach/recruitment efforts on behalf of IRCO and RIFS to meet the program and organization’s overall goals and objectives
• Counsel employees and partners on policies, conflict resolution, and grievances
• Pay close attendance to trends in referrals, participant needs, service utilization, and demographic changes with an eye toward program sustainability, opportunities for growth and service/access improvements for people of color and other marginalized communities
• Ensure excellent services to all customers, including and especially to those who have been traditionally underserved by other institutions.
• Establish and maintain supportive and productive relationships with essential community partners such as various faith-based communities, shelters, and other providers of services
• Make a continual effort to engage with program participants and understand the programs and its services from a participant perspective
• Support the team in working smarter to assist participants. Regularly request team input on program operations and service delivery
• Maintain IRCO’s services in a “no wrong door” policy manner
• Accurately understand the complex laws and regulations regarding topics such as confidentiality and mandatory abuse reporting
• Assist program staff in using the program resources as well as to leveraging resources for participants. Help to build partnerships with other programs who could provide additional barrier removal services for victims
• Conduct team-building activities with staff such as reoccurring retreats
• Evaluate employees’ performance through established evaluation processes. Provide critical feedback as needed and take any necessary disciplinary steps as guided by the Leadership Manual
• Participate in committees and groups as required to fulfill program and/or agency goals and deliverables. Promote IRCO’s interests and bring the IRCO lens when attending external meetings
• Assist in assessing, designing and implementing IRCO’s strategic plan
• Provide technical assistance to Advocates that are developing case management plan for each eligible client, legal services, providing short-term crisis intervention: accessing emergency shelter and assistance with restraining orders and stalking orders, provide active listening, peer support, access mental health services, employment, long-term housing and provide follow up services in a timely manner
• Organize together with the coordinator RIFS offices and co-located offices with monthly crisis line
accountability, monthly worker of the day, monthly RIFS staff meeting, PTO schedules, etc.

- Make sure that individual and group clinical supervision is provided to Domestic Violence Advocates
- Facilitate and oversee support groups for the project clients with or without the Project Advocate
- Perform preliminary assessment and short-term crisis intervention for clients, as necessary
- Help modify and implement culturally responsive and trauma informed tool for screening of clients’ needs to determine level and type of appropriate referral service
- Coordinate with RIFS DV Advocate to assist in the screening, assessment, planning, arranging, and implementing of culturally responsive and trauma informed interventions
- Train and supervise graduate level social work and/or counseling interns providing services in the RIFS Programs
- Work with Program Coordinator to develop training or volunteer plan for the RIFS Programs
- Provide insight with respect to clinically informed service delivery and client services
- Document and maintain client records to ensure compliance with agency and contract guidelines and confidentiality

RIFS SUMMARY:
The RIFS program is a culturally specific program that serves immigrant and refugee survivors of domestic and sexual violence. We help survivors with on-going safety planning, crisis intervention, intensive bilingual/bicultural case management, interpretation and translation services, assist survivors to become self-sufficient, access client assistance funds, emergency housing, court accompaniment, provide transportation, legal advocacy, address immigration concerns, conduct community outreach and education.

QUALIFICATIONS:
- Bachelor’s Degree (required) or master’s degree (preferred) in Women Studies, Social Work, Counseling, Marriage and Family Therapy, Psychology or another applicable field
- 1 – 2 years of work experience in the Domestic Violence (DV), Sexual Assaults (SA), and/or Human Trafficking (HT)
- 1 – 2 years of work experience on grant development and contract monitoring
- 4 to 6 years of progressive senior level management and/or supervisory experience in a nonprofit setting
- Completed an online 40-hour domestic violence training in advocacy in Oregon for survivors of domestic violence, sexual assault, or stalking that meets the minimum training requirements set out in Oregon law
- Must be flexible and able to travel and work beyond designated hours and weekends without advance notice
- Must possess a valid driver’s license and verification of current auto-insurance, and have full use of automobile during work hours
- Must be able to maintain and adhere to the highest ethical standards of the social work/counseling profession by maintaining strict confidentiality, strive for the highest quality level of client care and staff
- Must be able to meet multiple, sometimes conflicting deadlines
- Must have decision-making abilities, and successfully respond to situations of pressure involving individual circumstances balanced against company policies and goals
- Must be able to respond in a respectful manner and with integrity to stressful situations with clients and staff, alike
- Should have knowledge of DHS Self-Sufficiency public benefits that may include health care, TANF, SNAP, TA-DVS and/or ERDC
- Should have knowledge of Child Welfare policies and procedures for child abuse disclosures, response and intervention
- Must be able to communicate verbally and in writing to individuals and groups
• Must be able to listen for understanding and assist in problem solving
• Knowledge and understanding of local immigrant and refugee populations and challenges
• Must be able to work in a team environment, by collaborating with different levels of IRCO and other community partners and providers
• Ability to communicate effectively with a variety of multicultural staff, and levels of organization as well as with persons outside the organization
• Must be able to prepare clear and concise reports
• Must be able to travel and to work outside of regular office hours without advance notice
• Must be able to work in varied temperatures and weather conditions

HOW TO APPLY:
Applications may be accessed at the IRCO website, www.irco.org or at the IRCO main office, 10301 NE Glisan, Portland, OR  97220, 503-234-1541. 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. We may not be able to return calls regarding the status of your application. If you are selected for an interview, we will contact you by telephone.

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.

IRCO IS AN EQUAL OPPORTUNITY EMPLOYER