



DORCAS INTERNATIONAL
INSTITUTE OF RHODE ISLAND

Job Description

Position Title: Citizenship & Immigration Services Program Director	Job classification: Exempt
Reports to: Executive Director	Salary Range \$57,353 - \$62,353

Dorcas International Institute of RI is looking to hire a director of Citizenship & Immigration Services. This is one of the only two non-sectarian programs in the state accredited by the Bureau of Immigration Appeals (BIA), a branch of the federal government. Seven accredited caseworkers and two staff attorney are trained to handle immigration matters such as citizenship, petitions for relatives, green card applications, asylum applications, deportation defense, and temporary protected status.

Position Summary The Program Director oversees the coordination and administration of all aspects of an ongoing program for Citizenship & Immigration Services including planning, organizing, staffing, leading, and controlling program activities, while meeting or exceeding all DIIRI and funder related goals and outcomes.

Essential Responsibilities:

- Plan the delivery of the overall program and its activities in accordance with the mission and the goals of the organization
- Develop new initiatives to support the strategic direction of the program
- Develop and implement goals and objectives to achieve the successful outcome of the program
- Develop and manage to an annual budget and operating plan
- Develop a program evaluation framework to assess the strengths of the program and to identify areas for improvement
- Ensure that program activities operate within organizational policies, funder requirements, relevant legislation and professional standards
- Oversee the collection and maintenance of records on the clients of the program
- Recruit, interview and select well-qualified program staff
- Engage volunteers for appropriate program activities using established volunteer management practices
- Ensure that staff receive an appropriate orientation to the organization and the programs
- Supervise program staff by providing direction, input and feedback; provide development opportunities
- Communicate with clients and other stakeholders to gain community support for the program and to solicit input to improve the program
- Liaise with other managers to ensure the effective and efficient program delivery
- Coordinate the delivery of services among different program activities
- Communicate with funders as outlined in funding agreements
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks
- Monitor the program activities on a regular basis and conduct regularly scheduled evaluation according to the program evaluation framework

Initiative:

This position involves a high level of planning, critical thinking, decision making and problem solving skills in order to effectively manage all aspects of a major organization program that addresses a key part of the organization's mission

Knowledge, Skills and Abilities:

- Leadership skills to influence others to achieve results that are in the best interest of the organization.
- Anticipates, understands, and responds to the needs of internal and external clients to meet or exceed their expectations
- Well organized; ability to set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Ability to develop strategies to move the department/program forward, set goals, create and implement actions plans, and evaluates the process and results.
- Ability to develop new ways to improve operations of the department/program and to create new opportunities.
- Ability to assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Establishes and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Understands ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- Communicates effectively through speaking, listening and writing in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Teamwork skills, working co-operatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Problem solving skills; able to assess problems, identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Qualifications:

- Minimum of a Bachelor's Degree with preferred Master's Degree relevant to subject matter area of Program
- Board of Immigration Appeals Certification
- Ten years of supervisory/management experience in the field showing a progression of responsibility
- Subject matter expertise/experience in specific content areas
- Computer literate
- Bi-lingual English/spanish

Physical Requirements:

- Be able to lift 10 to 20 lbs.

Please send **COVER LETTER AND RESUME** to HR at msique@diiri.org by 3/13/2017.
Dorcas International Institute of Rhode Island is an Equal Opportunity Employer