

## Center for New Americans Job Description

**Position Title:** Program Director  
**Department:** Center for New Americans  
**Reports To:** Deputy Director/CFO  
**Date Created:** September, 2015

### Agency Mission

“InterFaith Works, through education, service, and dialogue, affirms the dignity of each person and every faith community, and seeks to build relationships and understanding among us.”

### Agency Vision Statement

“InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region’s people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.”

### Creation of the Center for New Americans

IFW has resettled refugees in Central New York since 1984. In that time, over 10,000 people have become a part of the community, fleeing political repression, war, famine and disasters. Refugees have come from all parts of the globe: South East Asia, Russia, the Baltic States, South Asia, Africa, Cuba, Haiti and the Middle East. Over the 30 years that IFW has been resettling refugees it has built specific competencies (establishing housing, working with translators, bridging with community partners to acquire needed services, job development, crisis management, etc.) to be successful. In the coming decade the expectations for the CNA are:

1. Continue to settle refugees in the Central New York community each year, through cooperative relationship work with national affiliates, the United States Department of State, the United Nations’ High Commission on Refugees and the New York State Bureau of Refugee and Immigration Affairs.
2. Increase IFW’s capacity to serve refugees *beyond* the initial government-sponsored resettlement period of 90-180 days through extended work with English as a Second Language (ESL) literacy training and employment services, while concomitantly building the capacity to serve refugees with medical and mental health needs that are the result of war-related injuries and torture.
3. Support the creation and development of self-governing, independent, ethnic community-based organizations (ECBOs) made up of refugee groups who band together in associations for the purpose of providing self-help and betterment of their own people.
4. Serve as a stabilizing element of the city’s near north side neighborhoods by integrating refugees into housing, home ownership and small business development, while also assisting them with issues of crime and safety by establishing relationships with neighbors, police and neighborhood associations.

### **Position Summary:**

The Program Director, under the guidance of the IFW President/CEO and the supervision of the Deputy Director/CFO, is responsible for the overall operation of the Center for New Americans.

### **Qualifications:**

Individual should have experience and skills in human service administration and program development and delivery; demonstrated management experience including supervision of staff, budget, finance and fund development; awareness of and interest in the Central New York region; high level of initiative and creativity; proven ability to be an effective manager and leader; ability to handle a variety of tasks and responsibilities effectively; ability to work with diverse groups of people with diplomacy and discretion; ability to assume leadership in planning and programming for all areas of the Center for New Americans.

### **Essential Functions:**

#### ***Planning:***

- In conjunction with CEO and CFO, oversee implementation of the Strategic Plan related to the CNA department and overall agency, as appropriate
- Determine the annual priority areas, population groups, and key projects that will be undertaken
- Identify the human and financial resources needed to carry out the plan

#### ***Management and Supervision***

- Manage contracts and grants, including oversight of documentation, client management and safety standards, and reporting and monitoring requirements
- Supervise CNA staff, interns, and contract workers, including setting and maintaining staff performance standards, conducting regular staff meetings, staff supervision and annual reviews, and assuring staff support and training
- Participate in searches for open CNA positions
- Abide by a strict code of confidentiality in all matters related to IFW and its clients
- Serve as a member of the Senior Staff Team
- Oversee interns, translators, and other contract workers

#### ***Partnership and Collaboration Development:***

- Function as primary liaison with Church World Service, Episcopal Migration Ministries, New York State Bureau of Refugee and Immigration Assistance and local Refugee Services Coalitions
- Identify strategic community and national partners to support the activities of resettlement and integration of refugees
- Build and support positive collaborative relationships with partners
- Represent InterFaith Works to the community to promote understanding and supportive relationships
- Build and maintain strong working relationships with government agencies, area businesses, funding sources, member programs, and other human service agencies.
- Staff the CNA Advisory Board

#### ***Program Development and Evaluation***

- Oversee the development of existing and new program activities
- Establish and carry out the evaluation of the program

- Serve as the point person on funders' program monitoring visits and events, and build staff ownership to funder critiques that lead to positive plans

***Community and Public Relations***

- Promote programs with internal and external print and electronic media through IFW Development Department
- Participate in appropriate community organizations and coalitions that further the work of CNA and IFW
- Represent CNA to faith and civic communities.

***Fiscal and Fund Development***

- Work with InterFaith Works Chief Financial Officer to develop annual budget for CNA
- Oversee annual program budget to assure expenditures in line with annual budget plans
- Work in tandem with President/CEO and Development Directors to raise annual budget through grant research and writing
- Support CFO in preparing financial reports and monitoring requirements

***Other duties as assigned***

**Level of Decision Making Responsibility:**

Extremely High.