

Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Senior Program Manager, Immigration Services

Position Summary

The Senior Immigration Program Manager (ISPM) acts as the Program's Senior Manager for Catholic Charities and the partner agencies represented in the communities Secure Families Collaborative. To support the collaborative, this position works with staff and community organizations to coordinate client intake and track all activities related to client removal proceedings. The Senior Immigration Program Manager coordinates outreach and services, oversees quality assurance and grants compliance, prepares pertinent data and narrative reports. The position works with program leadership to oversee and track project expenditures, maintain the project's financial records, and track donations and in-kind goods and services received. Additionally, she/he provides assistance to the Immigration Program with administrative tasks. Preference and consideration given for candidates who are bilingual (English/Spanish) and familiar with the cultures and client backgrounds for those served in the Immigration program.

This is full-time, exempt position with a salary range of \$ 52,000 to \$56,000.

Essential Functions

- Manage outreach, education, and media activities; make public presentations related to removal proceedings throughout the County.
- Maintain and increase up-to-date knowledge of immigration law and policies through daily reading (e-mail list serves, publications) and participation in training in person, webinars, staff meetings, and periodic offsite training.
- Plan and coordinate educational services, schedule and advertise educational workshops, coordinate with managers and immigration attorneys involved with the removal proceeding project.
- Establish a network with local organizations to promote our removal proceeding services and map county wide affirmative immigration services and partnerships.
- Work with Immigration attorneys to maintain necessary information from prospective clients for compliance with data requirements.
- Communicate with agency Immigration staff to refer clients in need of legal immigration services or volunteer tutors.

- Recruit, coordinate, train, and supervise volunteers and staff.
- Oversee successful completion of reporting, testing, policy/procedure requirements and re-application process for pertinent grants. Assist program leadership with accurate financial reporting and monitoring; prepare data reports and programmatic reports for contracts and funders.
- Ensure legal representation for removal proceedings. Monitor and disseminate changes in the USCIS's procedures and regulations.
- Coordinate with the collaboration organizations and other CCDSR programs to provide integral services during outreach and education.
- Be thoroughly familiar with the policies and procedures guiding the work of this position in particular and the program or department overall. Perform job functions in line with these policies and procedures.
- Participate in training required by accreditation standards, plus performance and quality improvement efforts.

Other Responsibilities

- Perform other related duties as assigned.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

- Minimum a Bachelor's Degree. Master's or other professional Degree, preferred.
- Experience providing Immigration Legal Services, Strategic Planning program design and implementation, preferred.
- Bilingual (English/Spanish) highly preferred.
- Ability to pass bilingual test within 3 months of employment.
- Previous experience managing and supervising others.
- Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department and throughout the agency as well as with community stakeholders and partners.
- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of CCDSR the Secure Families Program, Partners and its clients.
- Ability to work independently and in a team setting.
- Demonstrated ability to administer all aspects of complex projects, including ability to conduct public

interface, fundraising activities, case tracking, evaluation, and overall coordination of inter-agency professional service delivery.

- Demonstrated superior writing and oral communication skills.

Physical Requirements

- Requires ability to sit and walk up to 3-6 hours per day with occasional standing, bending, squatting, pushing, pulling and grasping.
- Occasionally may be required to lift items up to 25 pounds to a height up to 3 feet.
- Occasionally may be required to carry items up to 25 pounds for distances up to 100 feet.

PERKS

10 Vacation days per year

13 Holidays per year

Very Affordable Health, Vision and Dental Insurance

Referral Bonus for employees

403b Plan with 5.5% contribution

Team Spirit and Supportive Work Environment

Great Organizational Mission

Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org/careers to apply for this wonderful opportunity!

We look forward to receiving your completed application resume and cover letter.

Open until filled.