

ECDC /AFRICAN COMMUNITY CENTER
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Job Announcement

Position Title: Supporting Communities Program Coordinator
Reports to: Integration Programs Manager
Status: Full-Time/Exempt
Location: Silver Spring, MD/Arlington, VA

Job Summary: This position leads case management and educational activities for ECDC/ACC's Supporting Communities program, which aims to improve participants' social, mental health and civic empowerment while strengthening the capacity and linkages of the organizations addressing those needs. The Program Coordinator conducts client intake assessments, provides information and referral services, provides transportation and community group coordination, and conducts client follow. This position will also plan and run workshops related to community adjustment and civic participation.

Key Responsibilities:

1. Oversee case management for eligible community members in order to provide coordinated and timely connections and service delivery that addresses community member needs holistically and contributes to their cultural adjustment and integration, including:
 - Promoting the program to recruit participants
 - Meeting with clients to complete intake and needs assessments
 - Making appropriate referrals to service agencies, workshops, community resources and other organizations according to client need.
 - Providing transportation assistance for client participation in referred activities.
 - Facilitating and leading civic engagement training and maintaining database of participants interested in on-going engagement invitations.
 - Providing group social adjustment orientation workshops on topics such as stress management, healthy relationships, etc.
 - Organize and facilitate community adjustment groups, including space reservation, attendance, lead activity, etc.
 - Providing (access to) interpretation and translation services in refugee languages.
 - Documenting each community member's case through agency forms and case notes, indicating all contacts made with and on the behalf of community members, in order to provide internal and external evaluations of program accomplishments.
 - Document findings in client's case files.
2. Attend biweekly staffing meetings with supervisor and report on ongoing service delivery, outcomes and escalated issues.
3. Participate in the community-wide activities that promote ACC's goals.
4. Perform other tasks as assigned by supervisor.

Education, Experience, Knowledge, Skills and Abilities:

- Bachelor's degree (B.A.) in social work, psychology, or related field; or one to two years of related training and experience.
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- Previous experience interacting with refugees and international populations. This can include professional, volunteer, or personal experience.
- Self-directed, motivated, and able to handle multiple projects simultaneously.
- General knowledge of resettlement practices in the U.S. including a working knowledge of United States immigration laws and regulations.
- Strong written communication skills, ability to write reports and to make presentations.
- Highly organized, detail-orientated and extensive documentation skills required.
- Cross cultural sensitivity and knowledge with the ability and desire to work with people of other cultures.
- Maintains punctuality for work, appointments and report dates.
- Must work well in a team setting.
- Ability to work evening and weekend hours occasionally
- Possess a valid driver's license and access to own transportation
- Requires regular local travel to apartment complexes, social service providers, etc.
- Required computer skills: Word, Excel, Internet, Gmail, Outlook. Comfortable in utilizing new programs and databases.
- Background check and clean DMV record.

Physical Demands:

- Moderate physical activity, which includes standing, sitting, lifting and/or walking.
- Ability to see within normal parameters.
- Ability to hear within normal parameters.
- Requires local travel to meetings.
- Ability to maintain emotional control under stress.

Environmental Factors: Work is primarily indoors in a climate-controlled building.

Contact with Others: Position involves regular contact with resettlement network affiliates; local, state, and federal government agency employees, private sector organizations, ECDC/ACC staff and community members.

Other Information: All employees are expected to comply with ECDC's employment policies while carrying out their work. The range of responsibilities outlined above may change from time to time to reflect the changing needs of the organization.

Confidentiality: All employees are required to work in a confidential manner in all aspects of their work.

Proof of Eligibility to Work in the United States: All employees must submit proof of identity and their legal authorization to work in the United States. (If a prospective employee fails to submit this proof of work authorization, federal law prohibits ECDC from hiring the person.)

How to apply:

Please send a resume and cover letter to: hr@ecdacus.org with "Program Coordinator" in the subject line or mail to: ECDC, Human Resources, 901 S. Highland St., Arlington, VA 22204.

No phone calls please. Qualified applicants will be contacted for interview.

ECDC/ACC is an Equal Opportunity Employer