



Ethiopian Community Development Council, Inc.

901 S. Highland St. ▪ Arlington, Virginia 22204 ▪ Tel. (703) 685-0510 ▪ Fax (703) 685-0529

Empowering refugees and immigrants since 1983

Job Announcement

Position Title: Reception and Placement Program Manager
Department/Division: ECDC/ACC DC Metro
Reports to: ECDC/ACC DC Metro Director
Status: Full-Time/Exempt
Location: Silver Spring, MD

Job Summary: The Reception and Placement Program Manager provides program leadership and accountability through intensive staff management, training and evaluation; ensuring efficient service provision; and coordinating and resolving program challenges with other agency managers. Position will manage RP program including: RP Case Management. The Position will be responsible for the reporting, and ongoing compliance of Federal contracts related to the RP program. The RP Programs Manager will ensure that program goals are established, met and reported accurately to agency Director and Head Quarter. Position will directly supervise staff, providing department procedures and policies, guidance, training, accountability for performance, and day-to-day scheduling. Position will work with ACC's Management team to create supportive and complementary programming to assist refugees as they integrate in to the local community. Position will actively meet with and coordinate across departments to ensure streamlined and efficient service provision.

Key Responsibilities

1) Programs Management

- Manage all RP program staff.
- Ensure consistent, timely, and effective communication between program staff and other departments to ensure efficient workflow and timely services to clients.
- Ensure Reception and Placement case closure at 90 days after arrival.
- Completes case assurances and track refugee arrival dates.
- Completes US tie assessments and allocates cases to specific case managers.
- Makes sure all case information is entered correctly and timely in the clients list and database.
- Provide intensive support regarding the maintenance of housing relationships and opportunities.
- Collaboratively address program challenges and implements solutions, in coordination with other managers as needed.
- Attend weekly management meeting and provide program updates to the management team.
- Attend network meeting and maintain regular communications with the representatives from ECDC, state and counties and resolve any issues that might arise while delivering the services.
- Report program changes to the director, management team, program staff and all-staff as necessary.
- Represent ECDC/ACC DC Metro programs at meetings with partners, funders and other organizations.
- Provide back-up support for RP case managers.

2) Programs Financial Management

- Manage the non-personnel sections of program budgets.
- Manage R&P client funding on behalf of refugee community members.
- Understands cash assistance policies related to providing direct payments to refugee clients.
- Reviews and authorizes expense fund requests and program expenditures
- Maintains and balances petty cash fund for office.
- Ensures that all transactions comply with ECDC financial policies and procedures.
- Provides data systems training and support to staff and interns.

3) Programs Staff Management

- Direct management, guidance and coaching of RP Case Managers



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- Coordinate or provide coverage to the staff during their absence to avoid a vacuum in service delivery to the client.
 - Ensures staff accountability, including:
 - Coordinate with agency Director to hire and terminate staff members.
 - Address personnel concerns in accordance with ECDC Personnel Practices.
 - Manage staff schedules, ensuring efficient use of time.
 - Create staff training for program areas; provide new staff training on program goals, best practices, protocols, procedures, policies, and ECDC/ACC DC Metro workflow.
 - Coordinate weekly program staff meetings and assist with monthly all-staff meeting.
 - Consults with direct service staff on case management strategies for complex cases.
- 4) Programs Monitoring, Evaluation and Reporting**
- According to the auditing plan, audit Reception and Placement case files to ensure service provision and documentation quality and compliance.
 - Review service documentation in the database and provide feedback to the program staff to ensure ongoing compliance and the highest quality service provision.
 - Monitor program compliance and success on a monthly basis, and as deemed necessary.
 - Ensures contract compliance including service provision and documentation are completed within required time frames.
 - Ensure data integrity and accuracy.
 - Complete RP, IOM and other program reports as required by the State and Federal government and other funders.
- 5) Programs Development**
- Serve as member of management team, helping to create and maintain a values-based, high performing culture with efficient and high quality services.
 - Work with the Director for the creation of new resettlement programs.
 - Actively seek funding support for resettlement program activities.
 - Helps plan retreats, staff meetings and professional development trainings for all staff.
 - Help with the planning of ECDC/ACC DC Metro Annual First Refugee Thanksgiving Dinner and World Refugee Day.
- 6) Office Management**
- Respond to emails and phone calls within 24 business hours.
 - Create and maintain an inventory of office RP items (e.g. car seat, booster, stroller etc...)
 - Provide up keep of the ACC van
 - Other duties as assigned

Supervision Exercised. This position will have supervision responsibilities, including helping with interviewing, and training employees, volunteers and interns; planning, assigning, and directing work; rewarding and disciplining employees; addressing complaints; and resolving problems.

Education, Experience, Knowledge, Skills and Abilities

- Commitment to ECDC/ACC's mission.
- Master's degree in nonprofit management, Management, Social work or International Studies preferred; may substitute appropriate professional experience.
- Three to four (3-4) years progressive work experience with social programs/direct service delivery to clients in a cross-cultural environment. Experience with a community-based organization preferred.
- Minimum two (2) years management experience in refugee resettlement, including staff management, program development, financial management, monitoring, evaluation, and advocacy experience.



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- Coalition-building skills and ability to communicate and work effectively with a variety of stakeholders. Demonstrated ability to develop and nurture teams.
- Excellent and effective written and verbal communication skills.
- Strong ability to negotiate (i.e. persuasive skills with landlords to secure refugee housing).
- Proven people management and leadership skills.
- Proven ability to manage multiple programs simultaneously.
- Ability to train and mentor staff.
- Accuracy and attention to detail in written work.
- Demonstrated computer skills; ability to use Microsoft Office and Google Applications, required.
- Experience working with refugees or other diverse populations.
- Excellent interpersonal skills; ability to work successfully with integrity in a cross-cultural environment and with limited English speaking clients.
- Ability to set priorities, manage time, and meet deadlines effectively; and to be flexible and work well under pressure in a fast-paced team environment.
- Background check and clean DMV record.
- Proof of eligibility to work in the United States.

Licenses/Certifications: Must have a driver's license and good driving record.

To Apply

Please submit by e-mail, or mail: cover letter; resume; and a short writing sample (2-3 pages) to:

Human Resources
Ethiopian Community Development Council, Inc.
901 South Highland Street
Arlington, VA 22204
E-mail: hr@ecdcus.org

No telephone inquiries, please. Qualified applicants will be contacted for an interview.

ECDC is an Equal Opportunity Employer.