
Nationalities Service Center – Job Announcement

Continuum of Care Project Coordinator

NSC is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC's founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 90 countries.

Position Overview

The Project Coordinator will serve as the lead staff on NSC's work to expand opportunities for refugees beyond the resettlement period. The Project Coordinator will assign cases and manage the delivery of post-resettlement case management, outreach activities to include case coordination and on-going quality assurance. This position will oversee contract compliance, prepare and provide reports, and foster relationships with public and private funding sources. The Project Coordinator will collaborate with other NSC staff to ensure the delivery of comprehensive services and is responsible for all reporting requirements under the State of Pennsylvania and other funded projects.

Essential Functions

- Oversee eligibility determination for referred individuals, and ensure direct and/or coordinated services to ORR eligible populations.
- Coordinate the activities of the Continuum of Care team.
- Develop and monitor mechanisms for identifying, linking, and serving refugee eligible populations.
- Identify gaps in service delivery system, referral networks and outreach methods and use a collaborative approach to find solutions to increase capacity.
- Conduct outreach and training sessions for key partners and community organizations.
- Identify opportunities for community awareness.
- Organize opportunities including community meetings, cultural events or other opportunities.
- Develop and monitor MOUs with target partners to ensure ease of referrals.
- Maintain a resource guide of community resources to be distributed to participants upon enrollment and at discharge.
- Conduct periodic needs assessments and partner with evaluators. Develop training materials tailored toward individual organizations.
- Provide on-site and remote training to target organizations; evaluate effectiveness.
- Supervise the Case Managers, Vocational ESL Instructor, Garden Manager, and interns.
- Maintain financial records and track program spending.
- Represent NSC at local, state and national levels.
- Respond to all incoming inquiries for the program.
- Ensure all work is provided in accordance to the funders' standards.
- Maintain case files and complete program documentation.
- Manage a minimum data set and other data to support ongoing program evaluation.

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- Complete all reporting requirements according to funders' expectations.
- In partnership with the Director and the collaborative partners to increase program visibility among political, social service, educational and other entities, while developing successful partnerships with those parties.
- Attend and/ or participate program sponsored conference calls, webinars, and workshops. Participate in strategic planning efforts for program planning and future department initiatives.
- Cooperate with the Director to explore new funding resources and secure new opportunities to strengthen the program.

Non-Essential Functions

Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.

Adheres to NSC's confidentiality guidelines and ensures the appropriate handling of sensitive information.

Facilitates and attends relevant staff meetings to promote communication and execution of goals.

Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.

Other duties as assigned within the scope of position expectations.

Knowledge, Skills, and Abilities

Successful candidate will bring an understanding of issues relevant to refugees and survivors of torture and a working knowledge of local service providers.

- Basic understanding of NSC's mission, vision, values, programs and services, and business plan.
- Knowledge and understanding of experiences and issues facing refugee resettlement, forced migration, and immigrant acculturation.
- Knowledge of organizational development practices and concepts for immigration/refugee resettlement service organizations.
- Knowledge of available governmental and private resources, funding streams, and welfare programs for refugees.
- Knowledge of federal, state, and local public/private funding systems, grant administration, and practices.
- Ability to effectively manage projects through delegation of responsibilities, communicating objectives, setting goals, driving results, and coordination.
- Ability to effectively present topics and information and promote understanding to individuals and groups.
- Ability to effectively communicate in writing and verbally and interact with a population of diverse and multi-cultural individuals and groups on a regular basis.
- Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
- Ability to effectively use standard office equipment.

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- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
- Knowledge of basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client's pursuit of goals.
- Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team's work.
- Adheres to all NSC and departmental policies and procedures.
- Attends all NSC in-services as required.

Experience, Education, and Licensure

Minimum Experience: 3+ years of project coordination and supervision focused experience working within the refugee and immigrant community. Non-profit management experience is preferred. Bilingual skills are preferred (with preference given to French or Arabic).

Minimum Education: Master's degree from an accredited college or university in Social Work or a related field of study.

Licensure: Valid Drivers License

Compensation

The position is full-time and exempt, and includes benefits.

How to Apply

Application deadline is **November 14, 2016**. Please email detailed letter of interest and résumé to jobs@nscphila.org. Please no phone calls.

Applications will be accepted until position is filled. NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.