



JOB OPENING

Posted: December 6, 2021

Job Title: DIRECTOR – IMMIGRANT SERVICES

Work Schedule: 40 hour- full time Position

Position Description:

Jewish Family Service (JFS) of Metrowest is a Framingham, Massachusetts based non-profit agency that provides vital social, health and community services to alleviate suffering, enhance lives and support people in need. JFS is a multi-cultural, multi-linguistic organization with deep roots in both the Jewish and broader community.

JFS is developing innovative, integrated resources that address the social, emotional, and financial needs of immigrants, refugees, and asylees, giving them the tools they need to succeed. Services include: Enhanced, intensive case management and information/referral; access to basic needs such as clothing and food; Citizenship application support; Refugee and Asylee Resettlement services; and mentoring programs to support first generation students and their families. JFS has worked with individuals and families from over 60 countries including Afghanistan, Albania, Bolivia, Brazil, Chile, China, Congo, El Salvador, Guatemala, Haiti, India, Iran, Mexico, Portugal, Syria, Tajikistan, Ukraine, Venezuela, Vietnam and Zambia.

This is a full time role dedicated to providing strategic management and supervision of the JFS Immigrant Services Department. This position reports to the Senior Director of Programs and Partnerships.

Responsibilities:

- Supervise and manage a variety of programs, working hands on with case managers, program staff and volunteers both in the office and in the field, to execute on the agency mission and ensure high quality, responsive service delivery.
- Provide supervision and oversight for all programs and services within the Immigrant Services Department. This list currently includes – Immigrant Family Services and case management, JFS/FPS Resource Room collaboration, Refugee Resettlement, Citizenship services, Training Active Bystanders, Pathways to College Success, and other pilot projects and collaborative efforts.
- Coordinate with stakeholders and community partners
- Evaluate and monitor program progress and effectiveness
- Track and analyze program data, case files and inventory
- Manage and complete reports to internal and external stakeholders
- Ensure that all programs and services are in compliance with funder requirements and adhering to best practices
- Work closely with the Senior Director of Programs and Partnerships on new strategic initiatives, program development

- Stay up to date on current issues affecting immigrant families in Metrowest and available services
- Identify areas of need in the community as well as potential opportunities for collaboration
- Provide occasional “hands-on” service, including lifting, packing/unpacking, inventory control, product distribution, etc., refugee resettlement beginning with housing preparation, airport pick-up, home visiting, etc.
- Represent JFS in area-wide as well as statewide meetings (may involve occasional travel).
- Work occasional evening or weekend hours to accommodate client, program and agency needs.

Qualifications:

- MSW or Masters in related field and 5 years of related experience, 2 of which are in management
- Experience managing multiple different programs and services at once
- Experience managing and supervising staff and volunteers
- Bilingual Spanish/English or Portuguese/English a plus
- Experience with program development and program evaluation
- Nimbleness and ability to multi-task
- Willingness and ability to play different roles as needed
- Excellent written and oral communication skills
- Motivated and goal oriented
- Organized and reliable
- Critical thinker and creative problem solver
- Working knowledge of Microsoft Office suite (Excel, Word, Outlook, Powerpoint) required.
- Experienced in real-time electronic record keeping

NOTE: This job description is intended to be general and may be revised from time to time. At management’s discretion, the employee may be assigned different or additional duties from time to time.

Agency Information:

JFS is a Framingham, Massachusetts based non-profit agency, founded in 1979, that provides vital social, health and community services to alleviate suffering, enhance lives and support people in need. The annual budget is approximately \$3.5 million. JFS has deep roots in both the Jewish and the broader community. It is a diverse and inclusive organization.

The agency serves Metrowest and Greater Boston area residents regardless of religion, race, color, age, sex, national origin, sexual orientation, disability, military status, or any other basis prohibited by law and promotes inclusiveness and diversity in hiring, retention, promotion and board and committee recruitment. Guided by a tradition of social responsibility and compassion, JFS is dedicated to supporting people of all ages and backgrounds, treating people with dignity and compassion, helping people achieve and sustain healthy lives and independence, providing culturally relevant services and collaborating with community partners to broaden our impacts.

JFS is governed by an unpaid Board of Directors who, with the agency’s chief executive officer and senior leadership team, oversee a staff of 75 who offer a range of vital programs targeted to strengthening children and families, helping individuals and families to “make ends meet,” keeping elders safe and healthy,

supporting new Americans and building a strong community. The agency maintains cost-effective programs; utilizes over 200 trained volunteers who work in conjunction with staff.

Dynamic--- with Purpose-- and Impact. JFS' leadership is committed to significant and continued organization improvement that includes constant review of programmatic and financial health metrics. Performance measurement and knowledge management at are central. The programmatic goals are to ensure that all services of the agency demonstrate clear purpose, measurable impacts, high team performance and responsiveness and relevance to the community's rapidly changing needs and to reach those in a responsible fiscal manner.

Application:

JFS is strongly committed to diversity and a workplace environment that respects, appreciates and values employee differences and similarities. Women, veterans, people with disabilities, BIPOC, Latinx and LGBTQ candidates are encouraged to apply.

To apply, complete the following form (resume and cover letter required):

<https://jfsfmetrowest.wufoo.com/forms/interested-in-working-at-jfs-apply-now>