



Client Services Manager

The Refugee Center is looking for a Client Services Manager to join our team to support refugee and immigrant clients with resettlement.

The Refugee Center (TRC), with an office in Champaign, IL, exists to provide services essential to refugee and immigrant resettlement in East Central Illinois, and to aid in the exchange and preservation of their respective cultures. Globally aware but locally focused, our professional, compassionate staff provide interpretation services and advocacy in court hearings, doctors' appointments, school conferences, and other settings. For 40 years, we've helped people find stability in their new homes through counseling, tutoring, community health programs, and support in completing paperwork for work, school, and government programs.

The Client Services Manager will be a leader who will act as a resource and mentor for a team of Caseworkers who support our immigrant clients, and will ensure execution of our Client Services strategy. Supervised by the Assistant Director of Programs, the Manager will have a meaningful role in supporting social work staff, ensuring quality services are being delivered to our clients, and advocating for the needs of refugee and immigrant communities.

This role is a full-time position that will work on-site from our offices in Champaign, IL.

Responsibilities:

- **Staff Management**
 - Manage and mentor staff members on the Client Services team
 - Hold one on one meetings with direct reports to check in on their work, hear and address challenges, support and find solutions, and gather feedback on client needs and trends
 - Facilitate regular team meetings to provide opportunities for learning and collaboration
 - Monitor case worker caseloads, troubleshoot issues, and develop systems to minimize burnout potential
 - Communicate staffing needs for team to Assistant Director of Programs
 - Conduct performance evaluations of Client Services team and provide ongoing, timely feedback when appropriate and relevant
 - Identify and support professional development initiatives

- Work with staff to maintain high level of employee performance and adoption of best practices in the social work field
- Program Management
 - Oversee the implementation of the Client Services strategy
 - Track progress and trends related to Client Services programmatic goals, outcomes, and deliverables for internal and external uses
 - Continuously improve support to clients
 - Develop and maintain tools to measure client satisfaction with a trauma informed and client centered approach
 - Monitor and ensure compliance of any government or grant related requirements or policies
 - Research and keep abreast of issue areas related to our work
 - Collaborate cross-functionally with other teams and departments when needed
 - Participate in outreach efforts at in-person events to represent TRC as needed

Required qualifications:

- Solid experience in a related field, such as management, social work, human services, nonprofit management, education, and/or program strategic
- Ability to prioritize tasks and delegate responsibilities
- Understanding of our programmatic services, especially client management
- Excellent communication and follow-through
- Excellent judgment and ability to proactively make decisions
- Ability to analyze and solve problems
- Strong relationship management abilities
- Organizational skills
- Upholds a high level of confidentiality and empathy
- Passionate about our mission

Preferred qualifications:

- Formal education or equivalent experience in social work field
- Working proficiency in languages spoken by the clients we serve
- Experience in immigrant and/or refugee rights or services
- Experience leading teams and managing staff
- Knowledge of applying for public benefits in Illinois
- Experience working within local community and maintain those partnerships
- Knowledge of current issues and trends that immigrants and refugees experience and difference approaches to address those realities
- Experience working with people from different cultures

Compensation & Benefits:

- Salary starts at \$45,000/year less applicable withholdings

- Medical insurance with a 50% premium cost sharing model
- Supplemental dental, vision, and life insurance
- Monthly stipend for mobile phone usage

If interested, please apply to jobs@trc-cu.org with your resume.

Authorization to work in the United States is required. No phone calls please.