

## JOB POSTING

**Position Title:** Adjustment Services Manager

**Department:** Resettlement

**Location:** West Rogers Park

**Job Type:** Full-Time

### **Responsibilities**

- Provide leadership, guidance and supervision to the case management team including: case managers, case aides and interns
- Oversee the provision of services to refugees ensuring compliance, effectiveness and efficiency, making adjustments as necessary
- Provide supervision, mentoring, case consultation and support to program staff on a daily basis
- Monitor caseloads and distribute cases equally between case managers
- Organize trainings on topics needed for professional development and contract compliance
- Conduct individual staff meetings for performance evaluation, goal setting and support
- Manage and attend reoccurring case management and other related meetings
- Collaborate with management staff on strategic plan initiatives
- Provide initial training for new staff and interns
- Complete regular administrative tasks including: case notes, required compliance reports, timesheets, staff PTO, expense reports, reimbursement requests, probation reports and other duties as assigned

### **Qualifications**

- **Fluent in oral and written English**
- **Two years of experience in refugee resettlement required**
- **Must have a valid driver's license and use of a reliable car**
- Must have experience working effectively with people from diverse cultural, socioeconomic and religious backgrounds
- Must be flexible and willing to work evenings and weekends if needed
- Must be highly organized and proficient in creating strong interpersonal relationships
- Must have strong computer skills including: Microsoft 365, Salesforce and CRM platforms
- Ability to work under pressure, multi-task and demonstrate attention to detail

Generous benefits package offered with full-time employment.

To apply, send resume and cover letter to Alexis Wardius at [awardius@refugeeone.org](mailto:awardius@refugeeone.org).

**NO PHONE CALLS PLEASE**