



JOB POSTING: Migrant Emergency Program Manager

The Coalition for Humane Immigrant Rights (CHIRLA) is a nonprofit organization founded in 1986. CHIRLA is a California leader with national impact made of diverse immigrant families and individuals who act as agents of social change to achieve a world with freedom of mobility, full human rights, and true participatory democracy. CHIRLA organizes and serves individuals, institutions and coalitions to build power, transform public opinions, and change policies to achieve full human, civil and labor rights. Guided by power, love and vision of our community, CHIRLA embraces and drives progressive social c

POSITION DESCRIPTION:

The Coalition for Humane Immigrant Rights (CHIRLA) is looking for a Program Manager for the Emergency Migrant Response Program to lead its migrant response project in Los Angeles. The Program Manager works in accordance with the mission and vision of the Coalition for Humane Immigrant Rights (CHIRLA) and the program provision of direct services to immigrant and newly arriving migrants. The program manager will lead coordination of community-based organizations, local and state collaboration. The ideal candidate will have a demonstrated commitment to supporting newly arrived immigrants along with strategies for creating sustainable approaches to setting up programs that focus on welcoming immigrants. The program Manager will work to advance immigrant inclusion to our Los Angeles region and protect immigrant and refugee's basic human and civil rights. Develop and cultivate relationships with stakeholders such as community groups, advocates, legal, housing and social service organizations, and governmental agencies to channel direct services and to uplift the support for the newly arrived immigrants. Develop a sustainable program to respond to the needs of migrant arrival, including but not limited to medical, shelter, travel, legal resources and housing.

DUTIES AND RESPONSIBILITIES:

- The Program Manager is responsible for supervising and coordinating all aspects Emergency Migrant Response program and of multiple non-congregate shelter projects as well as congregate shelter projects operations, including but not limited to: daily transportation, meal and supply deliveries, medical care, essential item distribution, document review, and any other tasks in conjunction with the provision of sheltering and wraparound services to migrants
- The Program Manager will supervise the Emergency Migrant Response Program and for Migrant Shelters Managers and their respective teams, including case managers, case aides, drivers, support personnel, and volunteers
- The Program Manager will train, mentor, and supervise staff while observing the strict confidentiality of migrants and information
- Review and authorize expense and mileage requests submitted by staff
- Manage Los Angeles area Shelter budgets and purchasing under the Supervision of the Department Director
- Other financial disbursement and tracking duties as assigned
- Participate in identifying and hiring qualified candidates for open positions, including program managers, case managers, and support staff
- Provide orientation and training to new staff regarding program and agency standards, scope of work, job duties, trauma-informed practices and mentor staff in skills needed to be successful





- Assign and monitor staff in case management and support activities making sure work is distributed evenly among team members
- Motivate and enable personnel to perform up to the highest professional standards
- Work with legal team to ensure further integration of immigration services into shelter operations, as appropriate
- In collaboration with Department Director, serve as the POC / liaison for various service providers/entities, such as CBP, ICE, medical personnel, and others, to facilitate the coordination of service delivery in a prompt and effective manner
- Manage all aspects of operations; transportation coordination and scheduling, multi-shelter load-balancing, check-in and check-out procedures, travel arrangements, meal stocking and delivery, and medical care
- Project operational needs on a weekly basis and ensure all materials and staffing needs are addressed ahead of time
- Conduct needs assessments, define and address any issues or gaps that affect program operations
- Conduct meetings with staff to review and discuss problem cases, develop/update plans, address issues, and assign tasks equitably
- Respond to and remedy all incidents/accidents/safety concerns that are reported
- Prepare and review program tracking data, charts and reports
- Monitor staff attendance: authorize time clock/sheets/distribution, overtime and leave requests
- Draft weekly work schedule to ensure all shifts have adequate staffing
- Track all program data and staff workload, making sure that program outcomes are achieved
- Articulate and demonstrate agency and program mission and values to staff
- Provide backup to Department Director when necessary
- Engage in problem-solving and conflict resolution of program and personnel issues that diminish the effectiveness of service delivery
- Cooperate fully with agency initiatives and inter-program/inter-department events and efforts
- Provide responsive, high-quality services to clients, other staff, and representatives of outside agencies and members of the public through accurate, complete and up-to-date information in a courteous, efficient and timely manner
- Coordinate expected and unexpected needs of both The Coalition for Humane Immigrant Rights (CHIRLA)'s Emergency Migrant Response program and migrant shelters which will require regular travel in Southern California in an agency vehicle
- Report to Department Director continually on Emergency LA Migrant Response program and migrant shelters, seeking advice and keeping director up to date on a dynamic program

SKILLS AND QUALIFICATIONS

- Minimum bachelor's degree (BA) or equivalent in management, social work, law, business, human services or related field
- Possess strong organizational skills and attention to detail
- Demonstrate a strong sense of cultural diversity sensitivity
- Exemplary professional work habits verified by previous employers
- Commitment to the mission and values of CHIRLA and the program, including social justice and respect for others
- Excellent verbal and written communication using proper grammar and vocabulary
- Ability to communicate effectively and tactfully with clients, co-workers and other individuals in a diverse, multicultural work environment





- Excellent interpersonal skills
- Proficiency with Microsoft Office Suite including Outlook, Word, Excel, PowerPoint and Access and other commonly used office software required Valid California Driver's License and current automobile insurance in compliance with CHIRLA requirements
- Must pass/complete a DOJ/FBI live scan
- Tuberculin Skin Test
- While performing the duties of this job, the employee is frequently required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms, and talk or hear
- The employee must occasionally lift and/or move up to 35 pounds

JOB TITLE: Migrant Emergency Program Manager

Salary & Benefits: \$ \$75,000 - \$81,120.00

CHIRLA offers a competitive salary based on qualifications and an excellent benefit package, which includes generous time off benefits, 401K Plan, health, dental and vision plans

FLSA Classification: Non-Exempt/Hourly, full-time, temporary

Classification: CHIRLA recognizes a staff bargaining unit affiliated with AFSCME District Council 36. This position is **not** included in CHIRLA's bargaining unit and covered under the terms of the collective bargaining agreement.

COVID-19 Requirements: CHIRLA requires all new employees to be fully vaccinated against COVID-19 or submit weekly negative test results

REPORTS TO: Managing Director

CLOSING DATE OF THIS POSITION: Position will remain open until filled

LOCATION: Los Angeles, Headquarters

CHIRLA is an equal opportunity employer and makes employment decisions on the basis of merit and administers all terms and conditions of employment, including recruitment, appointment, promotion, compensation, benefits, transfers, training and educational opportunities without regard to pregnancy, childbirth or related medical conditions, genetic information as defined by the Genetic Information Nondiscrimination Act, race, religion or religious creed, color, gender, gender identity or expression, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age (40 or older), sexual orientation, HIV/AIDS status, pregnancy or pregnancy-related disability, military or veteran status or any other basis protected by federal, state or local law or ordinance or regulation. **All such discrimination is unlawful.** It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

To apply, email resume and cover letter to: jobs@chirla.org
Subject Line should read: Migrant Emergency Program Manager

