

Journey's End Refugee Services, Inc.
2495 Main Street
Suite 530
Buffalo, NY 14214

Position Title: Program Manager - Child Care Microenterprise
Supervisor: Director of Employment
Status: Full time (40 hours per week), hourly, non-exempt
Pay: \$15.00 per hour

Organizational Description:

Journey's End Refugee Services, Inc. is an equal opportunity employer and seeks to employ the best qualified personnel without regard to race, religion, color, national origin, citizenship, age, sex, sexual orientation, gender identity, marital status, or any other reason prohibited by law.

Journey's End Refugee Services, Inc. is a refugee resettlement and immigration services provider for the Western New York Region. Journey's End works to assist newly arriving refugees to learn English, find gainful employment and avoid dependency on social services.

Job Description:

The Program Manager implements and coordinates the Microenterprise Program at JERS, in collaboration with the Child Care Resource Network. The goals of the program are to help refugees attain economic self-sufficiency by establishing licensed FCC businesses, help refugee families gain access to licensed FCC businesses; and assist refugees in learning how to navigate mainstream child care services.

Job Responsibilities:

- Clearly read and understand social service program work plans and deliverables and be able to adapt these as necessary during project implementation
- Execute project activities in the manner specified in a project's work plan and in a timely manner
- Coordinate services with program partner, the Child Care Resource Network, and facilitate their completion of deliverables
- Deliver direct services to clients in a comprehensive, thoughtful manner, as dictated by a family systems approach to direct service
- Draft project progress reports
- Work collaboratively with community partners, facilitate communication between clients and landlords
- Manage project staff and volunteers
- Document all services and track program data
- Maintain strict client confidentiality at all times
- Provide additional assistance when needed
- Other duties as assigned.

Qualifications:

- At least two years previous experience managing projects at a social service, business development, or human service organization
- A Bachelor's Degree from an accredited university, preferably in business or child care
- Experience using Microsoft Office applications
- Strong written and verbal communication skills
- Ability to work in a fast paced, solution driven environment and meet multiple deadlines
- Bilingual language ability preferred
- Reliable transportation

Journey's End is committed to the purpose of providing refugees with the resources and support they need to become successful, active, and contributing members of the Western New York community. The ideal candidate must be self-directed and able to work in a team environment.

Send resume, cover letter, and three references to: jobs@jersbuffalo.org

Please include job title in subject of email.

Please include phone and email contact in the cover letter.

*****Incomplete applications will not be considered. *****