

JOB DESCRIPTION – Refugee Services – Matching Grant Program Manager

Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb aspires to be a trusted and engaged member of a thriving refugee community, continually advancing the quality of life together with its members. Della Lamb is a National Mission Institution in a covenant relationship with the United Methodist Women and an agency member of the United Way of Greater Kansas City. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

Refugee services are characterized by an Arrive and Thrive mentality, seeking to overcome short-term and long-term challenges in the resettlement and community integration process. We aim to provide best-in-class hospitality, services, and cultural education, using a strengths-based case management approach to understand and develop client goals. We believe that a thriving refugee community is predicated on community engagement, inviting stakeholders from across Kansas City to actively participate in the resettlement process and the advancement of refugee communities.

This position will oversee the Matching Grant program. Matching Grant is a case management program designed to help families reach economic self-sufficiency in the months following their arrival. The Matching Grant Manager will oversee a team of case workers who are providing case management services, ensuring that all services provided are consistent with our efforts to be trauma-informed and client-centric. The Matching Grant Manager will collaborate closely with other divisions – including Workforce Development, Refugee Supports Services, and Health & Wellness – to ensure that clients are receiving holistic care as part of their engagement with Della Lamb.

This position requires a commitment to teamwork, patience, adaptability, servant leadership, humility of spirit, a strong work ethic, and a commitment to learning and growth. This position reports to the Refugee Services Director.

Core responsibilities include, but may not be limited to, the following:

- Ensure timely delivery, documentation, and reporting of core services per the Matching Grant program guidelines for all clients.
- Equip, engage, and empower case workers to understand the program guidelines and provide best-in-class case management services. Monitor professional development of team and provide feedback to team members in support of their learning and growth.
- Collaborate with Della Lamb colleagues to provide holistic services and/or referrals in response to client goals and needs.
- Identify opportunities to develop new partnerships, including employer partners, job readiness partners, and English language learning opportunities, among others.
- Develop healthy relationships with employer partners and look for opportunities to strengthen and enhance partnerships.
- Proactively identify opportunities to empower clients to assume ownership of their transition into Kansas City.
- Provide smooth client transitions to other Della Lamb colleagues to ensure continuity of service.

- Ensure clients' growth in community integration through consistent participation in Della Lamb education services and provide on-hands self-sufficiency teaching through mutual achievement of tasks and goals found in the service plan.
- Actively engage in professional development, show continual growth in performance, and request training opportunities.
- Be willing to serve as a mentor employee for new hires and demonstrate how to meet standards of case management, case file documentation, communications, reporting, and community engagement.
- Observe and listen to client feedback about the quality of their community's housing, employment, and neighborhoods to identify opportunities for connection with community champions, agencies, faith-based institutions, and community sponsors to mutually achieve a better quality of life in refugee neighborhoods.
- Other duties as assigned.

Professional Qualifications:

- Bachelor's in Social Work or related fields preferred.
- Case management, social service, and/or administrative experience preferred.
- Adept at client-centered, strengths-based case management approach.
- Cultural intelligence and experience working with refugees and immigrants. Experience in Matching Grant, RCA, RSS, or other PRM or ORR programs preferred.
- Strong organizational and team-building skills.
- Strong verbal and written communication skills.
- Strong attention to detail.
- Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers.
- Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.
- Multilingual strongly preferred (Dari, Pashto, Swahili, Arabic, Spanish)
- Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
- Proven ability to work under pressure with administrative deadlines and manage multiple priorities in a dynamic environment.