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**Job Title:** Anti-Human Trafficking and Unaccompanied Children Program Manager

**Department:** Refugee Services

**Reports To:** Director of Refugee Services

**FLSA Status:** 1.0 FTE, Exempt

**Prepared Date:** 6/14/2022

**Salary Range:** \$52,000-\$55,000 (*based on experience*)

**Organization Description:**

Since 1974 the International Institute of Minnesota (IIM) has resettled 25,000 refugees in the Twin Cities and remains one of the largest sponsors of refugees statewide. Its immigration and citizenship services helped nearly 13,000 New Americans achieve U.S. citizenship since 2001. IIM's annual Festival of Nations fosters community and honors culture and traditions of 100 unique ethnic communities. From 2012 to 2018, IIM experienced exponential growth, establishing the organization as an expert in education and workforce development for immigrant and refugee communities. With more than 21 million refugees worldwide waiting to begin new lives, and an increasing workforce shortage in Minnesota, IIM's programs continue to be important abroad and in Minnesota.

**Position Purpose:**

The Program Manager will manage the Anti-Human Trafficking program at IIM which provides direct services to foreign-born survivors of sex and labor trafficking in the Twin Cities metro-area counties. The Program Manager provides and coordinates social services to survivors including collaboration with federal and state law enforcement, prosecutors, immigration and civil attorneys, and other community agencies ensuring access to comprehensive services.

The Program Manager will also manage the Unaccompanied Children (UC) Program, which provides services to non-U.S. citizens under the age of 18 who are in Office of Refugee Resettlement shelters and are reuniting with family members or friends in Minnesota or a neighboring state.

The Program Manager will train and supervise program staff members, oversee program goals, sign off on UC reports, attend funder and community meetings on behalf of IIM, and conduct community outreach and trainings. The Program Manager will train and supervise Anti-Trafficking staff members and interns, oversee Safe Harbor and TVAP program goals, and maintain a 75-80% FTE caseload.

### **Position Duties and Responsibilities:**

- Train and supervise up to three case managers and program interns
- Facilitate weekly program meetings
- Work with department director to manage and monitor program budgets and client expenses
- Attend trainings and meetings for state and federal program funders
- Ensure that program outcomes and goals are being met
- Provide direct services to approximately 12-14 trafficking survivors per year; services include but are not limited to intake, safety and needs assessment, case management, informal emotional support, transportation, assistance with housing, food, and referrals to other community resources.
- Perform Quality Assurance monitoring of case notes and case files
- Participate in the maintenance and development of the programs through regular coordinator calls, service calls, and timely report submission
- Participate in task forces, sub-committees, and other groups to maintain relationships and communication with community partners
- Prepare and submit monthly TVAP invoices
- Submit grant reports
- Prepare and deliver community presentations on human trafficking and IIM's services
- Other duties as assigned

### **Requirements:**

- Commitment to the human rights and general welfare of refugees and immigrants.
- Capable of working in a fast-paced, multicultural environment, take initiative, and be able to handle and prioritize multiple simultaneous needs
- Bachelor of Arts degree in Social Work or equivalent field required, Master's degree in Social Work preferred
- At least three years of program management experience required
- Background-cleared (Background clearance includes Child Abuse and Neglect Checks and FBI fingerprint check of national and state criminal history repositories)
- Must have reliable at-home internet access and be able to maintain client privacy during phone calls and meetings
- Must be willing to follow Minnesota Department of Health COVID-19 guidelines and recommendations
- Bilingual in Spanish and English required
- Experience in victim services such as (Human trafficking, domestic violence, sexual assault, and/or trafficking) strongly preferred
- Experience with direct client services (i.e. case management or advocacy) preferred
- Knowledge of the dynamics of trauma and trauma-informed care
- Knowledge of different systems (criminal justice systems, immigration and refugee systems, health, and human services) and how systems impact crime victims
- Strong ability to respond to and manage crisis situations with clients and advise staff members who are working with clients in crisis situations

- Ability to work independently
- Valid driver's license and access to vehicle

**Physical Demands**

- Use of manual dexterity, tactile, visual, and audio acuity
- Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands
- Occasional lifting (up to 25 pounds), bending, pulling, and carrying

**EEO Statement**

International Institute of MN is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

**To apply**

Please send resume and cover letter to Kaitlin Ramsey at [kramsey@iimn.org](mailto:kramsey@iimn.org). No phone calls or walk-ins, please. *References will be required at time of the final interview.*