



## Job Announcement

The Immigrant and Refugee Community Organization (IRCO) is a non-profit organization established in 1976 to serve immigrants, refugees, and the broader community in Portland, Oregon. Our mission is to welcome, serve and empower refugees, immigrants and people across cultures and generations to reach their full potential. Find out more at [www.irco.org](http://www.irco.org).

<b><u>POSITION:</u></b>	Eastern Oregon Site Manager
<b><u>JOB CLASS/GRADE:</u></b>	Assistant Manager/Grade 4
<b><u>WAGE:</u></b>	Starting at \$66,120 per year based on experience
<b><u>FLSA; EEO; WC:</u></b>	Exempt; Professional; 8864
<b><u>LOCATIONS:</u></b>	723 S Oregon Street, Ontario, OR 97914 (Oregon and Idaho residents living within commuting distance are encouraged to apply)
<b><u>FTE; FT/PT; STATUS:</u></b>	1.0 FTE; Full-Time with Benefits; Regular
<b><u>NUMBER OF POSITIONS:</u></b>	(1)
<b><u>APPLY AT:</u></b>	<a href="http://www.irco.org">www.irco.org</a>
<b><u>STATUS:</u></b>	Full-Time with Benefits
<b><u>PROGRAM(S):</u></b>	Multiple; position overseeing programs spanning multiple sectors. Currently includes housing, economic development, and health programs.
<b><u>SECTOR:</u></b>	Eastern Oregon
<b><u>REQUIREMENTS:</u></b>	Strong organizational, leadership and communication skills Experience managing programs and building partnerships for effective service delivery Familiarity with Eastern Oregon immigrant and refugee communities, strongly preferred Familiarity with rural programs and connections with local communities in Eastern Oregon, strongly preferred Fluency in at least one other language beyond English preferred Must possess a valid driver's license and verification of current auto-insurance and have full use of automobile during work hours

This job announcement is intended to describe the general nature and level of work being performed in this job. This is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

### Program Summary

IRCO's Eastern Oregon site serves various communities, including, refugee, immigrant, and US-born communities in Malheur, Baker, and Union Counties. Through the site, we provide a number of services to community members across many program areas, including housing, economic development, health, early learning, and survivor services.

## Position Summary

The Eastern Oregon Site Manager oversees daily operations of the Ontario office and the suboffice in Baker City and is responsible for executing organizational policies and holding staff accountable to them. The Site Manager directly supervises some staff positions, while sharing supervisory responsibilities for others.

With support from supervisor, the Site Manager is assigned program design, start up, implementation and close out responsibilities for multiple program areas. The Site Manager will lead their team to achieve the outcomes of awards on scope, on time, on budget and to the highest level of quality, working closely with technical experts in the organization to develop and implement program models.

The Site Manager serves as the main Eastern Oregon representative for funders and other stakeholders, in close consultation with supervisors and other managers. The Site Manager also builds and maintains community support through various outreach and engagement activities and fosters dialogue between IRCO and the communities we serve. The Site Manager ensures that community voices are heard that community needs are understood, and that the community is updated about IRCO's progress and any new services available.

As a member of IRCO management team, the Eastern Oregon Site Manager also provides input into policy development and supports org-wide communications and the implementation of the strategic plan. The Site Manager functions with a high degree of autonomy but consults with supervisor and other managers on major decisions and/or tasks that have an impact on the team, operations and finances.

## Essential Functions

### PROGRAM OPERATIONS & MANAGEMENT

- Oversee the daily operations of the Eastern Oregon offices, ensuring the office is welcoming, safe, trauma-informed, and meets the needs of multi-background communities.
- Lead team in delivering quality, trauma-informed, data-informed, community responsive services that center the needs of traditionally underserved communities
- Help troubleshoot day to day problems with staff, building processes and forms to support workflows
- Lead planning and implementation for all the awards under direct management responsibility, adhering to IRCO's Program Management Standards. This includes designing and creating additional program management tools as needed.
  - Create program budgets and amend through proper channels based on spending history and needs. Track and approve expenses, ensuring they are allowable and within budget.
  - Review awards and negotiate as needed with funders. Ensure the awarding process moves forward efficiently and that program staff fully understand award expectations.
  - In collaboration with the team, adapt program operations and models to evolving IRCO policies, funder requirements, context, and client needs
  - Track outputs for each project/award and submit timely reports to funders
  - Ensure all program records and files are up to date and in compliance with best practices, IRCO and funder policies and requirements
  - Meet IRCO's Program Management Standards and implement all required tools
- Approve payment vouchers, mileage forms and other IRCO documents in line with IRCO policies, funder guidelines and spending authority limits
- Ensure that staff maintain highest level of confidentiality

- Collaborate with the Advancement team and supervisor to launch new programs that are responsive to community needs, utilize lessons learned from past experience and best practices from the field, and adhere to funder requirements
- Work with data and evaluation team to define outcomes, regularly assess programs' strengths and challenges, and utilize continuous quality improvement practices
- Regularly assess reputational risk services provided in communities served

#### TEAM MANAGEMENT

- Provide supportive supervision to all Eastern Oregon staff, volunteers and interns, ensuring quality service delivery for clients and equity across the team
- Foster a caring, supportive, and accountable environment
- Approve timesheets and coordinate schedules for team in alignment with org-wide practices, rules and policies
- Conduct performance evaluations of staff under direct supervision, and participate in performance evaluation of staff who have shared reporting lines with Portland-based technical supervisors
- Follow IRCO policies and work with HR on hiring and disciplinary actions when needed, in consultation with supervisor
- Provide on-boarding and ongoing professional development opportunities for staff
- Ensure consistent interpretation of IRCO policies and internal guidelines and overall Code of Conduct

#### STRATEGY, VISION and REPRESENTATION

- Co-lead strategic visioning and development of the Eastern Oregon office
- Develop and adapt an outreach and engagement plan to reach various communities and community leaders and oversee its implementation by the team. Prepare internal reports of community engagement efforts.
- Establish an Advisory Council that represents local communities and clients served. Coordinate Advisory Council meetings and facilitate the meetings. Participate in internal and external stakeholder meetings, representing Eastern Oregon and clients served, but without committing to the organization.
- Serve as the primary point of contact for IRCO's Eastern Oregon programs, including with funders, directing communication to the appropriate staff as needed
- Connect to other community-based organizations to build support for IRCO's Eastern Oregon programs, coordinate activities and avoid duplication of services
- Contribute to the implementation of IRCO's strategic plan

### **Secondary Functions**

- Ability to meet multiple, including conflicting deadlines
- Ability to maintain a high level of confidentiality
- Ability to travel at least annually to Portland metro area

### **Education & Experience**

#### **MINIMUM JOB SPECIFIC QUALIFICATIONS:**

- Bachelor's degree or equivalent combination of training and experience
- 5-6 years of experience is required  
(3-4 years of experience is required in program management, and over 2 years' experience in people management)

### **PREFERRED QUALIFICATIONS:**

- Strong analytical and problem-solving skills
- Strong skills in community, interpersonal, and organizational communication
- Strong communication skills in a multilingual, multi-background team and organization

### **Physical, Mental, & Environmental Requirements**

- Must be able to report in person to the office location during all business hours
- Communication: Regular communication inside and outside the organization to exchange ideas and gather information
- Creativity: Regular need to design and develop multiple program functions (work units) and related processes and procedures
- Mental: There is a regular need for assessment of risks, analysis of options and decisions without complete information
- Physical: Positions at this level require minimal physical effort such as light lifting, carrying or movement, etc. Physical capability involves use of office or equipment where some agility and hand eye coordination is needed
- Impact and Influence: Build workplans for their sectors and contracts and review them on an ongoing basis. Help in setting and implementing IRCO's strategic plan. Responsible for budgetary control. Ability to analyze problems and make decisions with limited information
- Work Independence: Positions at this level are expected to work under minimal supervision. Positions regularly contribute ideas, but decisions or actions that commit the organization or which are outside established policy/procedure are expected to be referred to others
- Planning: Positions at this level required refined planning and goal-setting skills. Plans must consider options and contingencies, and must include methods for handling any difficulties encountered.
- Environment: There is a moderately low level of personal risk encountered. Job conditions are occasionally uncomfortable relative to noise, temperature, inside/outside work, dirty conditions, or interactions with angry or hostile people.
- Schedule: The work schedule is mostly stable and does not fluctuate without prior notice.

### **Supervisory Responsibilities**

Positions at this level are normally responsible for a full range of supervisory responsibilities including hiring and terminations, but require Department Manager approval.

### **What We Offer**

IRCO is a very employee-friendly workplace and offers great benefit package to our staff:

- Many flexible working arrangements and schedule
- Amazing opportunity to work with people who come from all over the world
- Work that helps your community
- 3 to 6 weeks of PTO per year
- 401k match of over 100% on first 5%, immediate vesting
- 3% match for student loans or college savings
- 12 Paid Holidays and 1 Floating Holiday
- Medical & Dental insurance options with 90% coverage for employee AND Families, no deductibles
- Employer Paid Life, Short term, and Long-term Disability Insurance
- Flexible spending account

## Required Engagement

Engage fully in recommended professional development, as well as other assigned or required training activities. This engagement can also include participation in optional activities that embrace IRCO's mission, vision, and values-based initiatives.

## How To Apply

1. Complete the IRCO application in our Careers Portal: IRCO Application for Employment.
2. Upload your resume and cover letter addressing your qualifications for this position [IRCO Careers](#).
3. For questions about this position, please email [jobs@irco.org](mailto:jobs@irco.org)

Please note that physical applications are accessible from IRCO's main office, 10301 NE Glisan, Portland, OR 97220. Due to the high volume of applications received, we will not be able to contact applicants or return calls regarding applications. Complete applications should include a cover letter, resume, and IRCO application.

**IRCO is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any characteristics protected by State and Federal law. We will make reasonable accommodations to meet our obligations under the Americans with Disabilities Act (ADA) and state disability laws.**

