



Social Services Director

To apply, send an email and cover letter to qcair@qcair.org

Organization Summary

QCAIR's mission is to advocate for immigrants and refugees by providing direct assistance and collaborating with appropriate service providers to empower immigrants and refugees as they integrate into the community.

Position Summary

Quad Cities Alliance for Immigrants and Refugees (QCAIR) seeks a Social Services Director to support and advocate for immigrants and refugees in the Quad Cities and surrounding areas. The Social Services Director will manage outreach events, meet with clients, assist clients in accessing benefits, maintain accurate records, follow up with clients, and communicate with the board and committees.

Responsibilities

- Manage two caseworkers and coordinate with three community navigators.
- Train case workers and the other staff on the menu of services QCAIR offers.
- Maintain accurate reports and documentation following state, and local laws and regulations, funding agencies, and QCAIR policies and procedures.
- Coordinate with external agencies/partners, including donors.
- Meet with clients regularly.
- Organize and implement outreach events while working with Community Navigators to expand the reach of our target immigrants and refugees in the Quad Cities and surrounding areas and to educate the community about IFRP services.
- Oversee case workers and community navigators.
- Complete any public benefit and resource application, including SNAP, MEDICAID, TANF, and advocate for client needs.
- Develop and maintain relationships with IDHS staff.
- Empower clients to manage their IDHS cases through IDHS.
- Receive IDHS mails, and follow up with clients as needed.
- Provide information and referrals to external resources.
- Other related tasks as assigned.

Qualifications

- Experience working with immigrants, refugees and/or social agencies.
- Understanding of and commitment to the QCAIR mission and values.
- General knowledge of public benefits and assistance.
- Ability to work sensitively and effectively in cross-cultural settings.
- Flexibility and the ability to learn quickly in a fast-paced work environment.
- Good time management and multi-tasking skills.
- Problem-solver, willing to learn and seek help.
- Proficient in basic computer skills, with working knowledge of office applications, be able to adapt to new technologies.
- Must be able to take accurate notes and documentation. Ability to meet required deadlines.
- Must be flexible with work hours, some outreach events will be held on nights or weekends.
- A college diploma is required. Relevant work experience can be substituted for educational requirements.
- Good oral and written skills, must speak and write fluent English, additional languages are a plus.

Additional Information:

Compensation starts at \$20/hour.