



Ethiopian Community Development Council, Inc.

901 S. Highland St. ▪ Arlington, Virginia 22204 ▪ Tel. (703) 685-0510 ▪ Fax (703) 685-0529

Empowering refugees and immigrants since 1983

Job Description

Position Title: Senior Programs Manager
Department/Division: ECDC/ACC DC Metro
Reports to: ECDC/ACC DC Metro Director
Status: Full-Time/Exempt
Location: Silver Spring, MD

Job Summary: The Senior Programs Manager provides program leadership and accountability through intensive staff management, training, and evaluation; ensuring efficient service provision; and coordinating and resolving program challenges with other agency managers. The position will provide oversight and support for all ACC DC Metro's Silver Spring office programs. The Position will be responsible for the reporting and ongoing compliance of state, federal, and private contracts. The Senior Programs Manager will ensure that program goals are established, met, and reported accurately to the agency Director and respective funding agencies. The position will directly supervise staff, providing procedures and policies, guidance, training, accountability for performance, and day-to-day scheduling for staff in all Silver Spring departments. The position will work with ACC's program management team to create supportive and complementary programming to assist refugees as they integrate in to the local community. The position will actively meet with and coordinate across departments to ensure streamlined and efficient service provision.

Key Responsibilities

1) Program Management

- Ensure consistent, timely, and effective communication between all program departments to ensure efficient workflow and timely services to clients.
- Collaboratively address program challenges and implement solutions, in coordination with all program managers.
- Coordinates and leads trainings, ensuring that staff receives the necessary tools to execute duties efficiently and effectively, and enhancing staff morale and professional growth.
- Develops and enforces standard policies and procedures determines database needs for reporting and makes suggestions to refine data collection.
- Serve as a member of the management team, helping to create and maintain a values-based, high-performing culture, and providing advice and counsel.
- Act as the point of contact for communications with HQ program officers and other representatives from ECDC, state, and counties and resolve any issues that might arise while delivering client-centered services.
- Address grievances and concerns of clients in all programs by conducting meetings/follow-ups according to the Grievance Policy.
- Raises awareness and generates community support through the building of relationships with local area community leaders and institutions, funders, and mainstream stakeholders.
- Represent ECDC/ACC DC Metro programs at meetings with partners, funders, and other organizations and community stakeholders.
- Provide back-up support for all program staff.

2) Program Financial Management

- Manage non-personnel sections of all program budgets to ensure spending is timely and effective.
- Monitors program budgets, making sure that expenditures fall within established budgets.
- Review and authorize staff expense reimbursement fund requests and program expenditures.
- Review and authorize all programs' client expense fund requests.
- Understand cash assistance policies related to providing direct payments to refugee clients.
- Ensure all transactions comply with ECDC financial policies and procedures.



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3) Program Staff Management

- Supervises all program managers and processing staff, including overseeing job duties.
- Provide and oversee general onboarding for all new Maryland office staff, including providing training on standard office operating procedures/policies, Maryland office programs, and structure.
- Conduct ongoing oversight of new staff training by managers.
- Sets annual performance goals with the ECDC/ACC DC Metro Director and conducts annual performance evaluations.
- Coordinate or provide coverage to staff during their absence to avoid a vacuum in service delivery.
- Ensures staff accountability, including:
 - Coordinate with the agency HR to hire and terminate staff members.
 - Address personnel concerns per ECDC Personnel Practices.
 - Manage staff schedules, ensuring efficient use of time.
 - Create staff training for program areas: provide new staff training on program goals, best practices, protocols, procedures, policies, and ECDC/ACC DC Metro workflow.
- Coordinate and facilitate meetings with program managers.
- Coordinate and facilitate biweekly Silver Spring staff office meetings and provide program updates.
- Attend biweekly meetings with the Resource Development Manager to communicate office needs concerning volunteers/interns, and donations.
- Attend monthly management meetings and provide program updates.
- Coordinate and facilitate quarterly all ECDC/ACC DC Metro staff meetings.

4) Program Monitoring, Evaluation and Reporting

- Ensures contract compliance including service provision and documentation are completed within required time frames.
- Coordinate case file review plan to ensure service provision and documentation quality and compliance, including:
 - Conduct regular, direct reviews of all ECDC/ACC DC Metro case files to ensure service provision and documentation quality and compliance.
 - Coordinate and monitor monthly file review plan for Resettlement & Economic Empowerment Program Managers, and conduct direct quarterly file review for all programs.
 - Review service documentation in program databases and provide feedback to the program staff to ensure ongoing compliance and the highest quality service provision.
 - Supervise all staff's use of the ACC database, including ensuring correct usage by staff, providing ongoing training/guidance on mandatory database functions, and troubleshooting issues.
- Ensure data integrity and accuracy.
- Complete and submit monthly, semi-annual, and annual program reports as required by the State and Federal government and other funders, including:
 - Monthly submission of RSS, RTCA and ECMP client enrollment, placement, and direct assistance invoice reports, as well as MG Match report (submitted to Senior Program and Grant Manager).
 - Monthly MG Client Roster (submitted to MG Program Officer).
 - Monthly submission of program Interpretation & Donation Logs.
 - Monthly submission of IOM, R&P and CO reports.
 - Quarterly submission of PC report.
 - Semi-annual MORA narrative and Excel reports (for RSS, RTCA, ECMP, SOR, and RYMP), as well as MG Self-Sufficiency Status Reports.
 - Annual MG Narrative Report.
 - Submission of incidental reports as needed.



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- Lead preparation for monitoring visits (audits) by ECDC headquarters personnel and Federal or State funders, including writing pre-monitoring questionnaires, coordinating monitoring activities, and responding to monitoring results.
- 5) Program Development**
 - Works with the program managers in conducting long-range strategic planning identifying priorities and new areas of service raising ECDC's visibility, and garnering resources.
 - Research and disseminate information on current resettlement trends, emerging issues, policies, and innovations
 - Work with the Director on the creation of new resettlement programs.
 - Actively seek funding support for program activities, including working toward increased unrestricted funds.
 - Collaborate with the Resource Development Manager to plan retreats and professional development training for all staff, as well as plan ECDC/ACC DC Metro Annual First Refugee Thanksgiving Dinner, World Refugee Day, and other fundraising events.
- 6) Office Management**
 - Respond to emails and phone calls within 24 business hours.
 - Maintain staff office contact information list.
 - Coordinate Airport pick-up and front desk coverage rotation.
 - Coordinate cross-department work coverage based on need.
 - Maintain and balance petty cash funds for the office.
 - Provide upkeep of the ACC van, including purchasing a monthly parking pass.
 - Submit office supply requests to the VA office regularly.
 - Monitor printer/projector usage and maintenance regularly (cartridge and printing paper).
 - Monitor and sort office mail; track and distribute USPS stamps.
 - Communicate with The World Building staff and ensure delivery of monthly office rent checks.
 - Other duties as assigned.

Supervision Exercised. This position will have supervision responsibilities, including helping with interviewing and training employees, volunteers, and interns; planning, assigning, and directing work; rewarding and disciplining employees; addressing complaints; and resolving problems.

Education, Experience, Knowledge, Skills and Abilities

- Commitment to ECDC/ACC's mission.
- Master's degree in nonprofit management, Social work, or International Studies preferred; may substitute appropriate professional experience.
- Three to four (3-4) years of progressive work experience with social programs/direct service delivery to clients in a cross-cultural environment. Experience with a community-based organization is preferred.
- Minimum two (2) years management experience in resettlement, including staff management, program development, financial management, monitoring, evaluation, and advocacy experience required.
- Coalition-building skills and ability to communicate and work effectively with a variety of stakeholders. Demonstrated ability to help staff understand and adhere to agency policies and procedures.
- Ability to build and nurture a teamwork-oriented workforce.
- Excellent and effective written and verbal communication skills.
- Strong ability to negotiate (i.e. persuasive skills with landlords to secure refugee housing).
- Proven people management and leadership skills preferred.
- Proven ability to manage multiple programs simultaneously.
- Ability to train and mentor staff.
- Accuracy and attention to detail in written work.
- Demonstrated computer skills; ability to use Microsoft Office and Google Applications, required.



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- Experience working with refugees or other diverse populations.
- Excellent interpersonal skills; ability to work successfully with integrity in a cross-cultural environment and with limited English-speaking clients.
- Ability to set priorities, manage time, and meet deadlines effectively; and to be flexible and work well under pressure in a fast-paced team environment.
- Background check and clean DMV record.
- Proof of eligibility to work in the United States.

Licenses/Certifications: Must have a driver’s license and good driving record.

Physical Demands

- Moderate physical activity, which includes standing, sitting, lifting and/or walking.
- Ability to see within normal parameters.
- Ability to hear within normal parameters.
- Requires local travel to meetings.
- Ability to maintain emotional control under stress.

Environmental Factors: Work is primarily indoors in a climate-controlled building.

Contact with Others: The position involves regular contact with resettlement network affiliates; local, state, and federal government agency employees, private sector organizations, ECDC/ACC staff and community members.

Other Information: All employees are expected to comply with ECDC’s employment policies while carrying out their work. The range of responsibilities outlined above may change from time to time to reflect the changing needs of the organization.

Confidentiality: All employees are required to work in a confidential manner in all aspects of their work.

Proof of Eligibility to Work in the United States: All employees must submit proof of identity and their legal authorization to work in the United States. (If a prospective employee fails to submit this proof of work authorization, federal law prohibits ECDC from hiring the person.)

ECDC/ACC is an Equal Opportunity Employer.

This description is intended to indicate the kinds of tasks required of positions given this title. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Received by _____ Date _____
Employee