



Client Support Services Program Manager *Bilingual Position*

The MICA Project is a community organization committed to working with low-income immigrants to overcome barriers to justice. The MICA Project utilizes legal services, organizing, advocacy, and education to promote the voice and human dignity of immigrant communities.

Position Description:

The program manager will join the Client Support Services Department, which provides culturally-competent and trauma-informed services in a fast-paced service setting to immigrants who have been victims of crime in the United States, or in-home country. Job responsibilities include grant writing, management, and reports; evaluation of existing programs; working with clients to compose victim narratives through a trauma-informed process; support during crisis response; and some case management responsibilities.

Essential Duties and Responsibilities:

- Work collaboratively with Case Manager
- Recruit, train, and supervise master level social work students
- Crisis response/support
- Conduct needs assessments with clients to determine needs beyond legal services
- Light case management responsibilities
- Work with clients to write trauma-informed affidavits under attorney supervision
- Manage grant documentation, reports, and deliverables for program grants (federal, state, and foundation)
- Research and pursue grant opportunities for the Client Support Services Department
- Contribute to the coordination of agency wide evaluation efforts including collecting data from client surveys, exit-interviews, and attorney records.
- Oversee agency evaluation efforts
- Assist in preparation of outcome reports for overall organization funding sources
- Other duties as assigned

Required Skills and Experience:

- Experience with immigrant communities and/or survivors of domestic violence, abuse, trafficking, or other trauma
- Fluency in oral and written English and Spanish
- High level of interpersonal skills and cultural sensitivity
- Strong communication/interviewing skills
- Commitment to culturally competent work
- Ability to work independently and as part of a team

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Preferred Skills and Experience:

- MPH, MSW, or related degree preferred
- Program management experience
- Experience with grant writing and reporting

Annual Salary and Benefits:

Minimum starting salary of \$40,000 with additional based on experience and expertise. Benefits include paid vacation leave and PTO, health and dental insurance coverage, and professional development opportunities.

Application Process:

Please send a cover letter, resume, writing sample*, and 3 references with contact information to nicolecortes@mica-project.org.

*Writing Sample: Please provide a sample that demonstrates your written communication abilities in an academic or professional environment. Some examples include, but are not limited, to: research, reports, grants, and case studies. 10 pages maximum.

**Persons of color, persons with disabilities, and gay, lesbian, bisexual, transgender and queer individuals are encouraged to apply.

***Part of the job interview will be conducted in Spanish.