

Position Title: DuPage Program Manager

Purpose: The role of the DuPage Program Manager is to foster strong, mutually beneficial relationships between Christian volunteers and refugees in DuPage County. The Program Manager engages, equips, matches, and supports volunteers with refugees living in DuPage County communities.

Duties and Responsibilities:

1. Facilitate connections between volunteers and refugees, including identifying appropriate volunteer and refugee matches, ensuring volunteers are trained, scheduling matches, and accompanying volunteers when meeting their refugee partner for the first time.
2. Support volunteers throughout their program participation with regularly scheduled touchpoints, including answering questions and connecting volunteers with additional education and/or service opportunities.
3. Provide supervision to and coordination with DuPage Program Assistant.
4. Develop and manage a Mentor Team of seasoned volunteers to assist with refugee and volunteer introductions. Provide Mentor Team training and debriefing opportunities.
5. Manage program administration and reporting, including creating and maintaining reports in data management system, per office and grantor requirements. Collaborate with team members to keep all materials and documents current.
6. Oversee the assessment of refugee needs and identify opportunities for new programs, initiatives, and/or supply drives.
7. Develop and maintain positive partnerships with area agencies, community organizations, mutual aid associations, and other partners.
8. Regularly share stories, quotes, and photos with communications team and assist with photo and video shoots.
9. Represent Exodus at meetings and presentations as appropriate and respond to general requests for information.
10. Provide back-up and support to other program team members as needed.
11. Keep informed of volunteer and refugee trends, issues, and opportunities.
12. Assist with Exodus events and other organization-wide priorities.

Knowledge, Skills and Abilities:

1. Commitment to Exodus World Service's Christian mission and values.
2. Volunteer management and/or program management experience.
3. Excellent interpersonal and customer-service skills.
4. Experience relating to diverse groups of people. Knowledge of refugee and cross-cultural issues a plus.
5. Excellent problem solving and time management skills.
6. Strong verbal and written communications skills.
7. Ability to work well independently and as part of a team.



8. Attention to detail and follow through.
9. Ability to multitask in a fast-paced environment.
10. Proficiency in Microsoft Office and database management.

Work Conditions and Physical Requirements

1. Work week is generally 9am-5pm Monday-Friday. However, ability to flex hours to accommodate some evening and/or weekend appointments is required.
2. Must be able to lift up to 30 pounds.
3. Must be able to walk up and down stairs with ease.
4. Must have a vehicle, valid driver's license, and ability to drive to appointments as needed.

Education: Bachelor's Degree in human services, social work, nonprofit management or related experience.

Position reports to: Senior Director of Program Operations

Status: Full-time exempt

Benefits

Eligible for paid time off, health insurance, and retirement benefits.

Location: Home office in Park Ridge, IL with opportunities to work remote. Travel within DuPage County required.

About Exodus World Service

Founded in 1988, Exodus World Service mobilizes the Christian community to welcome and befriend refugees. We do this by educating churches and individuals about the plight of refugees, connecting volunteers with refugees through practical service projects, and empowering people to be champions for refugees.

To apply: Please send resume and cover letter to hr@exodusworldservice.org.