

Position Title: Director of Programs

Job Purpose

The Director of Programs oversees a variety of programs that are designed to engage, equip, connect, and support Christian volunteers with refugees across Chicagoland. These programs empower volunteers to learn about refugees and to offer practical help, hospitality, and friendship to refugees. The Director of Programs ensures that all programs are managed effectively and result in quality outcomes for volunteers and refugees.

The Director of Programs also serves on the Exodus Leadership Team and provides guidance, insight, and support to broader organizational objectives.

Duties and Responsibilities

1. In conjunction with the Executive Director, set overall goals for Exodus programs. Regularly communicate progress and collaborate on challenges and opportunities with the Executive Director.
2. Oversee effective design, systems, standards, materials, and reporting for all programs.
3. Supervise program staff, providing team leadership and coordination, individual mentoring, and training and development opportunities. Oversee collaboration between team members and ensure effective workflows.
4. Develop and nurture strong partnerships with resettlement agencies and community organizations. Ensure regular feedback and appreciation mechanisms.
5. Continually identify gaps in services to refugees. Recommend and develop new programs and/or initiatives as appropriate.
6. Keep informed of volunteer and refugee trends, issues, and opportunities.
7. Represent Exodus at meetings, events, and conferences, including public speaking.
8. Other duties as assigned.

Knowledge, Skills, and Abilities

- Mature and personal Christian faith.
- Commitment to Exodus World Service's mission and values.
- Outstanding interpersonal and relationship building skills, positive, energetic and service approach to engaging with others, including ability to relate to diverse groups.
- Experience working with refugees, U.S. resettlement program, and/or cross-cultural understanding preferred.
- Excellent problem solving and planning abilities, with ability to remain flexible in a constantly changing environment. Ability to analyze and adapt processes to achieve goals.
- Ability to work well independently and as part of a highly collaborative team. Self-motivated with a high level of organization, detail, and time management skills. Must be able to prioritize and multi-task in fast paced environment.



- Excellent verbal and written communication skills.
- Proficiency in Microsoft Office and Google Drive; experience working with DonorPerfect or other integrated database system.

Education and Experience

Bachelor's degree required; master's degree preferred. Minimum of five years' experience in program, volunteer, and/or nonprofit management and at least three years' experience in a supervisory role.

Location

Exodus World Service office in Park Ridge, IL.

Travel Requirements

Valid driver's license with ability to drive to area appointments.

Job Classification

Full-time exempt. Work generally conducted Monday – Friday, 9am – 5pm, with evening and weekend availability required.

Benefits

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

Position Reports to: Executive Director

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 about refugee ministry, connecting volunteers with refugees through practical service projects, and empowering people to be champions for refugees.

How to Apply

Interested candidates should submit a cover letter and resume to HR@exodusworldservice.org.