



## Position Title: Program Manager

### Purpose

The role of the Program Manager is to develop and oversee programs that foster strong, mutually beneficial connections between refugees and volunteers in DuPage County. This position is based primarily in DuPage and requires some local travel.

### Duties and Responsibilities

1. Identify and assess refugees' needs for program services, including outreach to the refugee community to share about Exodus programs and to gather feedback.
2. Manage programs at *Heidi's House*, a gathering place for refugees and volunteers in Wheaton, IL. Develop new programs that meet the needs and interests of both refugees and volunteers.
3. Coordinate and facilitate introductions between volunteers and refugees for the *New Neighbor for Youth* program.
4. Regularly communicate with volunteers, including guidance with the application process, program coordination, and follow-up contacts. Help coach volunteers to problem-solve cultural nuances during their service commitment.
5. Maintain and expand partnerships with local agencies and schools. Generate referrals for programs and share information with partners.
6. Identify and train experienced volunteers to join the Volunteer Mentor Team.
7. Manage regular administrative duties and reporting of information pertaining to program activities and contacts.
8. Maintain the general upkeep of *Heidi's House* gathering space.
9. Assist Program Team staff with delivery of donated items for refugees, as needed.
10. Regularly share stories, quotes, and photos with the Exodus communications team. Assist in coordinating video/photoshoots of volunteer and refugee connections.
11. Continually demonstrate the core values and mission of Exodus to volunteers and provide other opportunities for volunteers to engage in refugee ministry.
12. Respond to general requests for information.
13. Assist with Exodus events and other organization-wide priorities such as annual fundraising gala.

### Knowledge, Skills, and Abilities

1. Commitment to Exodus World Service's Christian mission and values.
2. Strong interpersonal and customer-service skills.
3. Experience relating to diverse groups of people. Knowledge of refugee and cross-cultural concerns is a plus.
4. Excellent verbal and written communications skills.
5. Ability to work well independently and as part of a team.



6. Attention to detail and follow through.
7. Ability to multi-task in a fast-paced environment.
8. Aptitude with technology, including Excel and Word. Experience with CRM database a plus.

### **Work Conditions and Physical Requirements**

1. The work week varies, generally 10:00 a.m. – 6:00 p.m., but with some evening and weekend availability required.
2. Must be able to lift up to 30 pounds.
3. Must be able to walk up and down stairs with ease.
4. Valid driver's license and ability to drive to appointments as needed.

### **Education**

Minimum bachelor's degree in human services, social work, nonprofit management or related experience.

### **Job Classification**

Full-time exempt. This position is eligible for paid time off, retirement benefits, and medical, dental, and vision insurance.

### **Location**

Job duties are performed at *Heidi's House* in Wheaton, IL and in refugee communities in DuPage County, with flexibility to work remote as appropriate. The Program Manager works from Exodus' home office in Park Ridge, IL one day per week.

### **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 newly arriving 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](mailto:hr@exodusworldservice.org).