



## **Position Description: Director of Education (DE)**

### **Mission and Organizational Background**

The Refugee Response (TRR) empowers refugees to become self-sufficient and contributing members of their new communities. The organization was established in 2010 to assist in bridging the gap between existing resettlement agency services and the longer support needs of the refugee population. Our organization's goals and objectives revolve around being responsive to the needs of northeast Ohio's refugee community in order to forge a deep and sustaining impact on resettled refugees as they make new roots and re-write the story of their families' futures to one of freedom from persecution and finding security and self-sufficiency. The organization's programs are critical to both the short- and long-term economic success and the social and emotional integration of these NEO community members.

**Reports to:** Executive Director

**Time Commitment:** Full time, 40 hours per week; 1-year contract with potential for renewal

**Salary:** \$65,000 - \$71,000

### **Overview**

The Refugee Response's programs and services have expanded considerably over the past several years and future expansion is currently being planned. In order to support the growing programs and staff of the organization, we are currently recruiting an experienced and dedicated educator and leader who thrives in a dynamic environment.

The educational programs of the Refugee Response have grown dramatically since the organization was founded, but educational attainment has always been a critical part of our mission. In 2010 the Refugee Response began our Home Mentoring Program that served 40 students who were matched one-on-one with a mentor. As of 2023 our program operates 4 educational programs that serve over 300 clients per year. These programs include youth mentoring, teen support services, adult education and after school arts, sports and enrichment.

The position of Director of Education is a senior leadership role with The Refugee Response and will take part in all strategic decisions of the organization, including partnership development, budgeting and fundraising. The Director of Education will directly supervise the leaders of four programs and provide the strategic leadership and guidance for these programs to continue to provide best-in-class services. The Director of Education will be charged with codifying and supporting the implementation of the strategic vision for the educational programs of The Refugee Response based upon thorough engagement with students, families and staff of TRR. The Director



of Education will develop a cohesive approach to how The Refugee Response designs and delivers educational programs in order for program staff to be able to coordinate and share resources where possible and relevant. It is critical that the Director of Education ensure that programs operate with the highest ethical standards, always placing clients at the center of decision-making.

The Director of Education will be a strong and consistent voice advocating for newcomer children and families, working with public institutions and school districts in a productive manner in order to increase the equity of access to opportunities for newcomers.

The Director of Education will work closely with the Executive Director to identify priority areas for growth, opportunities to strengthen existing programs and resources critical for program success. The Director of Education will be charged with leading partnerships relevant to programs and playing a leadership role in the refugee/newcomer education sector locally and regionally, leading strategic and pedagogical thinking across programs internally and with partners externally.

### **Responsibilities:**

#### **Program Oversight and Support**

- To lead organizational strategy for providing best-in-class educational services to a wide variety of clients through four unique programs.
- To support program staff to successfully meet the annual programmatic objectives.
- To ensure coordination among programs including sharing of resources, effectively communicating and carrying out programming based on the core mission, vision and values of The Refugee Response.
- To problem-solve with the team to address both consistent and emergent challenges facing families and clients.
- To ensure that clients' documentation is standardized and up-to-date.
- To provide education, insights, materials and tools for program staff to better and more effectively deliver services and educational content.
- To lead processes for understanding and analyzing program impact and addressing programmatic improvements/adjustments where necessary.
- To provide guidance and support to the teams and the volunteer coordinator on the recruitment, onboarding and training of volunteers across the relevant programs.
- To develop or revise monitoring, evaluation and assessment tools for relevant programs.

#### **Reporting and Budgeting**

- To ensure that all reporting from relevant programs is complete, accurate and submitted according to deadlines.
- To provide the support to team leaders so that teams have a clear understanding of reporting requirements.
- To work with teams to set annual budgets and to track programmatic expenses over the course of the implementation year.
- To communicate any budgeting needs or challenges to the Executive Director for problem solving.



- To coordinate with TRR's Director of Development for regular program content to be featured across TRR's social media channels and newsletters.

### **External Coordination and Partnership**

- To identify and advocate where public sector services, especially educational-related, could improve communications, systems or processes in order to provide greater equity in access and quality of services for newcomer students and families.
- To represent The Refugee Response in public meetings, donor meetings and forums focused on newcomer education.
- To participate in (and lead when required) the Refugee Services Collaborative of Greater Cleveland Education Subcommittee.
- To manage all communications, planning, administrative needs and logistics with public sector partners where TRR programs operate.
- To ensure that TRR staff and programs are in compliance with all public sector partners for program operations.

### **Perks:**

- Medical benefits
- IRA savings plan with employer contribution
- Join a diverse, creative, passionate and talented team
- Positively impact a key population in need

### **Availability**

- Start Date: March 2023
- Monday-Friday, 9:00-5:00

### **Skills and Qualifications**

- Leadership experience in working with newcomer populations.
- Experience in providing or administering educational programming for newcomer populations.
- In-depth understanding of newcomer populations.
- Passionate about making positive systemic change for newcomer populations.
- Commitment to the mission and values of The Refugee Response.
- Proven ability to work collaboratively both internally with staff and teams and externally with partners and key stakeholders.
- Ability to adjust tactics and strategy when required in order to retain continuity in service delivery inside of a changing and often unpredictable implementation environment.



- An understanding of and commitment to transformative program design and implementation that meets clients where they are.
- Ability to represent the organization publicly.
- Demonstrated ability to work with a wide variety of team members, clients and stakeholders in a manner that is respectful to various cultures, beliefs and customs.
- Demonstrated experience in administrative and/or project management.
- Thrives in a dynamic environment, with the ability to prioritize responsibilities to ensure the goals of the organization are being met while maintaining high quality work.
- Demonstrated planning and organizational skills, with the ability to take initiative and solve problems.
- Positive energy, with excellent interpersonal skills and a collaborative work style.
- Ability to relate to persons with diverse educational, socioeconomic, linguistic and ethnic backgrounds.
- Ability to work independently and also as part of a team with a variety of stakeholders.
- Excellent communication skills, both oral and written.
- Ability to receive and respond positively to constructive feedback.
- Ability to complete and pass a background check.

Interested candidates should submit the following information to Anelize Nader at [Anelize@refugeerresponse.org](mailto:Anelize@refugeerresponse.org) with subject title “Head of Administrative Operations Application Materials”:

- Cover letter
- Resume
- Three references

