



Job Announcement

Deputy Director – The Refugee Response

Released: 3.25.2022

Mission and Organizational Background

In 2010 the Refugee Response was established. Since inception the organization has been able to provide unique and important services to Cleveland's new neighbors allowing children and families to excel in school and in life. Refugees resettled to Cleveland do better on average than those who resettle in other areas of the country. They work and they overwhelmingly give back to the city, making the most of the investment Cleveland places in them.

At present the Refugee Response provides a range of educational, employment and social support services for an estimated 650 individuals in the greater Cleveland area. Our programs focus on in-depth understandings of the families and the unique challenges that resettled families face when adjusting to a new environment.

At the Refugee Response, programs and services have expanded considerably over the past four 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 senior staff member who thrives in a dynamic and entrepreneurial atmosphere.

The Deputy Director would work directly with the TRR Executive Director in order to guide organizational stability, program performance, strategy and development. The Deputy Director would be responsible for the oversight of Refugee Response administrative operations, contracts and reports at the Refugee Response. In this capacity the Head of Office Operations would report directly to the Deputy Director.

Deputy Director Position Description

The position of Deputy Director 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 fund raising. The position will provide oversight of key administrative and operational functions for the organization as it continues to grow and address the changing needs of the city's newcomer populations. The Deputy Director will be expected to represent the organization publicly to clients, partners and donors as required. The position will also oversee internal leadership development programs for managers and team leaders. The Deputy Director will assume the role of organization leadership and responsibility when the Executive Director is away.



The position would also oversee the successful operation of two of the nine programs currently in operation at the Refugee Response. These would be the newly relaunched Adult Tutoring Program and the Client Administrative Support Services. The two team leaders would report directly to the Deputy Director. The role of the Deputy Director in this context would be to provide guidance and direction to the team leads on the implementation of the programming, trouble shoot along the way and direct any resource requirements or challenges along to the Executive Director.

Key Responsibilities Include:

1. Conduct an appraisal of current administrative functions at the Refugee Response,
2. Based upon appraisal the Deputy Director will develop an administrative systems strengthening plan that includes a detailed work plan along with needed budget for implementation
3. Lead process for recruitment and contracting of HR services according to organizational need and identified operational budget,
4. Ensure organizational insurance, licensing, registrations and contracts are up to date and that any issues are raised with the Executive Director and the Operations Manager,
5. Conduct an annual review of staff benefits that involves staff engagement and input with recommendations on any adjustments put forward to the Executive Director,
6. Carry out logistical planning, contracts and permitting for the annual benefit under the leadership of the Executive Director,
7. Provide oversight and support to team leaders for the Adult Tutoring and Client Administrative Support Services Programs that includes supporting operational strategy, decision making, budgeting and reporting.

Qualifications for Applicants: (We are looking for a candidate with many if not all of the following qualifications)

1. At least two years of management experience in leading teams or in implementing projects,
2. A strong demonstrated understanding of non-profit program management, budgeting, reporting and ethics,
3. Proven ability to work collaboratively both internally with staff and teams and externally with partners and key stakeholders,
4. Ability to adjust tactics and strategy when required in order retain continuity in service delivery inside of a changing and often unpredictable implementation environment,
5. An understanding of and commitment to transformative program design and implementation that meets clients where they are,
6. Ability to represent the organization publicly,
7. 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, and
8. Committed to organizational transparency and ethical decision making.



The position of Deputy Director is a Full Time position with a starting range between \$60,000 - \$65,000 annually that includes all benefits provided to Full Time positions at the Refugee Response. The position is slated to start May 1, 2022.

Interested applicants should send a CV and cover letter to Patrick@RefugeeResponse.org. Questions on the position should be directed to the above email.

Application Deadline: Open until position is filled with the position targeted to start Mid-May 2022.