

JOB DESCRIPTION

POSITION TITLE: Regional Director, Charlotte
DEPARTMENT: Catholic Charities
REPORTS TO: Executive Director/CEO
FLSA: Exempt
JOB CATEGORY: I-3

POSITION SUMMARY: Provides strategic direction and leadership to the regional office, including management of refugee resettlement services; secures resources needed to maintain and expand office and agency services and operations; directs the delivery of programs and services and implementation of community outreach in keeping with the mission of Catholic Charities; interprets and implements agency policy in the provision of programs and services.

ESSENTIAL FUNCTIONS:

1. Directs delivery of agency programs and services in the region, including those specifically related to refugee resettlement services; identifies needs, and plans, organizes and coordinates regional office programming and administrative activities; ensures that activities are conducted in accordance with established policies, procedures, professional standards and contractual requirements, and the mission of Catholic Charities.
2. Prepares and administers the regional office budget, including those specifically related to refugee resettlement services; ensures that expenditures are consistent with established budgetary goals.
3. Provides oversight of refugee contracts and grants submissions and compliance, including regulatory compliance and quality control for refugee contracts and grants; produces and submits reports, provides related training, coordinates related activities and implements changes in accordance with contract requirements.
4. Secures financial and human resources needed to maintain and expand office and agency services and operations. This includes but is not limited to organizing fundraisers, cultivating relationships with donors, partnering with parishes, submitting contract and grant applications, and developing communication streams with local constituents.
5. Maintains and supports local advisory board; ensures that the board provides direction consistent with the agency mission and bylaws.
6. Represents Catholic Charities in the region; provides liaison to the public, other area agencies and Diocesan groups to identify and address needs consistent with the policies and philosophy of the agency; communicates agency policies, programs and services; develops volunteer resources; participates, or directs staff in association with local committees, boards and professional organizations.
7. Participates in the evaluation of agency services and in strategic planning toward the accomplishment of the agency mission; participates in the planning and execution of the agency's Continuous Quality Improvement system and relevant accreditation standards.
8. Selects and supervises office staff; plans and organizes work; develops and establishes work methods and standards; conducts and/or participates in staff training and development; reviews and evaluates employee performance; executes disciplinary action.

CRITICAL TASKS:

1. Prepares applications, narratives and projections for contracts and grants. Generates and validates monthly, quarterly, trimester, semi-annual, annual and other statistical and narrative reports as needed. Facilitates and assists during contracts and grants monitoring.
2. Trains staff in contracts and grants compliance including the use of the NC State Refugee Information System (RIS), the agency client management system and related databases for refugee contracts and grants.
3. Provides liaison to state, local agencies and groups in matters relating to refugee contracts and grants; as directed, provides advocacy; as directed, participates with local committees, community partners and professional organizations in associations like the refugee council.
4. Designs and performs internal audits on refugee contracts and grants to ensure compliance with local, state and federal regulations and with internal written policies and procedures; develops and implements a system of evaluation of refugee contracts and grants to ensure effectiveness and efficiency.
5. Reviews case files for refugee contracts and grants to ensure compliance; recommends appropriate changes and corrections; as directed, implements changes and corrections.

OTHER RESPONSIBILITIES:

1. Participates in staff meetings, staff training and development activities as directed.
2. Performs other duties as required.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Graduate degree preferred, Bachelor's degree required.
2. At least five years of professional experience, including extensive experience creating and managing budgets.
3. Proficiency in Microsoft Office and database systems.
4. Strong written and spoken English-language skills.
5. Skill required to: direct the operations of a regional social services office, including refugee resettlement services; develop and administer services including writing grant applications and the administration of grant-funded services; develop or participate in the development of resources; organize and conduct adult education conferences and events; execute responsibilities in keeping with established policies, standards, legal, and contractual requirements; promote Agency programs and provide public relations; participate in the planning and evaluation of Agency programs and services; prepare and administer budgets; prepare reports and make presentations; establish and maintain effective working relationships; supervise assigned staff.

WORKING ENVIRONMENT: Responsibilities of the office director involve extensive travel (including overnight) and work beyond the regularly scheduled workday.

Effective: 3/1/18

