



Job Description

Program Manager, Regional Hub for Immigrant Families

Updated 03/08/25

Job Profile	
<p>Job Title: Program Manager, Regional Hub for Immigrant Families</p> <p>Department/Program:</p> <p>Reports to:</p> <p>Job Details: Full-Time, Exempt, Salary, Permanent,</p> <p>Scheduled Hours: 35-40 weekly</p> <p>Benefits Eligibility: Full Time</p> <p>Starting Compensation: \$90K</p> <p>EEO-1 Component 1 Job Category: Professionals</p> <p>SOC Code:</p> <p>Six-Level SOC Job Code: 23-2011</p> <p>FourDigit Census Code: 2170</p> <p>Grant Funding: CDSS 100%</p> <p>Grant Sunset Date: TBD</p>	<p>Pre-hire, Onboarding, Ongoing Requirements</p> <ul style="list-style-type: none"> - Insurability Under ELF's vehicle insurance policy and/or approved exemption - COVID vaccination and/or approved exemption - Mandated Reporter Training (as applicable) - Sexual Harassment Prevention & Response Training - Tuberculosis (TB) test clearance provided by either skin, blood, or chest X-ray (as applicable) - New hire orientation & I-9 document verification - Background Check clearance and/or approved exemption - Additional training & documentation as required - Bi-Lingual & Bi-Literacy Assessments for language requirements as implemented
Job Summary & Position Rationale	
<p>The Project Manager will oversee the administration and operation of the Regional Network Hub, serving as a key liaison between local organizations, the Immigrant Legal Resource Center (ILRC), and the California Department of Social Services (CDSS). The role requires strong leadership, strategic planning, and coordination skills to ensure efficient service delivery and collaboration across multiple stakeholders.</p> <p>The Project Manager ensures effective coordination of the Regional Network Hub, overseeing service delivery, partnerships, and compliance. This role manages staff, facilitates community collaboration, and advances legal access and education for immigrant families.</p>	
Knowledge, Skills, and Abilities	
<ul style="list-style-type: none"> ● Leadership & Program Management: 3-5 years of experience overseeing programs, community outreach, or nonprofit administration. ● Immigration & Advocacy Knowledge: Understanding of immigration policies, legal services, and community advocacy efforts. ● Partnership & Collaboration: Ability to build and maintain relationships with government agencies, nonprofits, and community organizations. 	

- **Communication & Language Skills:** Strong verbal and written communication; bilingual (English/Spanish or other relevant languages) preferred.
- **Education & Experience:** Educational background in Public Administration, Public Health, Social Work, Nonprofit Management, or a related field (Master's preferred or equivalent experience).
- **Technical & Analytical Skills:** Experience managing budgets, grants, compliance reporting, and proficiency in Microsoft Office and project management tools.

Duties/Responsibilities

- 1. Program Oversight** – Manage the daily operations and overall administration of the Regional Network Hub, ensuring the effective execution of services and strategic goals.
- 2. Stakeholder Coordination** – Serve as the primary liaison between ILRC, CDSS, and community partners, fostering collaboration and ensuring alignment with state and regional objectives.
- 3. Service Delivery Strategy** – Develop and implement effective strategies to provide legal referrals, rapid response coordination, and community support services tailored to immigrant families.
- 4. Staff Supervision** – Oversee and provide guidance to Community Educators and Immigration Attorneys, ensuring staff are equipped to meet program objectives and community needs.
- 5. Network Convenings** – Organize and facilitate bi-monthly meetings with partner organizations to strengthen regional collaboration, share best practices, and address emerging challenges.
- 6. Grant Compliance** – Ensure adherence to grant requirements, maintain accurate documentation, and oversee budget management to align with funding guidelines and reporting obligations.
- 7. Program Evaluation** – Monitor and assess program effectiveness by tracking service delivery metrics, community impact, and key performance indicators to inform improvements.
- 8. Community Outreach** – Lead Know Your Rights education initiatives, public awareness campaigns, and engagement efforts to ensure immigrant communities have access to critical information.
- 9. Partnership Development** – Establish and strengthen relationships with legal service providers, schools, health clinics, and other institutions to expand available resources and services.
- 10. Resource Distribution** – Oversee the development and dissemination of accessible legal information through printed materials, digital platforms, and in-person events.
- 11. Needs Assessment** – Identify gaps in services and collaborate with stakeholders to develop and implement solutions that address the evolving needs of immigrant communities.

- 12. Rapid Response Support** – Coordinate efforts to respond to immigration enforcement actions, deportation risks, and other legal emergencies by working closely with community partners.
- 13. Data Management** – Maintain organized records, case tracking systems, and service documentation to ensure accurate reporting and compliance with funding requirements.
- 14. Funding & Resource Advocacy** – Identify and pursue opportunities to secure additional funding, grants, and resources to sustain and expand program initiatives.
- 15. Representation & Advocacy** – Represent the organization at regional and statewide meetings, conferences, and advocacy events to promote policy changes and elevate community needs. This role will work collectively with other employees and staff to cultivate a service environment that supports and advocates for people from all backgrounds, including people facing systemic discrimination or oppression such as immigrants regardless of national origin, the LGBTQIA+ community, minorities, disabled persons, victims of hate/crime, etc.

Work Environment, Conditions & Requirements:

- Work generally takes place within an office environment. Air quality is good, with typically adequate lighting at desks/workstations. Occasionally, they will be expected to perform work duties in outdoor spaces during events or services related to outreach, walk-ins, high-demand service days, etc.
- Noise conditions are moderate and limited to self and others on telephone calls and general interactions with coworkers and the public.
- When performing most job duties, they will work in a private or shared office space with a designated workspace
- At times, they may be required to provide coverage or support in shared working environments.
- Works independently on day-to-day tasks and works collaboratively alongside other staff, volunteers, contractors, or interns as needed.
- Some travel may be required to pick up equipment, attend training, etc.
- Schedule - Typical work hours will be between 8-5 PM, with events on evenings and weekends as needed.

Physical Requirements

- able to hear staff on the phone and those served in person and speak clearly to communicate information to patients and staff.
- able to read memos, computer screens, personnel forms, and clinical and administrative documents.
- able to use fingers and hands to type on a keyboard or phone, print or scan documents, etc.
- able to sit or stand at a desk for extended periods

Work Environment Accommodation Request

You can request a worksite accommodation to support a personal or medical need. Please note that any listed work environment accommodation request will undergo an interactive process that involves you (as the employee) and ELF leadership in determining a workable solution. If necessary, ELF will request documentation supporting your personal or medical needs.

[Accommodation Request Form](#)

Employee Acknowledgement

I have received a copy of my job description and have read and understood the job requirements, responsibilities, and expectations outlined in this job description. I attest that I can perform the essential job functions as outlined:

- With reasonable accommodations, I've submitted an accommodation request form above and would like to participate in an interactive process with ELF's HR department.
- without any accommodations required

Employee Signature:

Date: