

**Position Title:** Program Specialist, Services for Older Refugees  
**Department:** Senior Services  
**Reports to:** Director of Senior Services  
**Classification:** Part-time (24 hours per week); non-exempt



**Agency Mission**

“InterFaith Works, through education, service, and dialogue, affirms the dignity of each person and every faith community, and seeks to build relationships and understanding among us.”

**Agency Vision Statement:**

“InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region’s people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.”

**Overview of the Program Area:**

InterFaith Works has 34-year history of serving seniors by addressing issues of isolation and loneliness that people can experience as they age. The Senior Services Department’s programs and services promote activity, socialization and life-long learning, in order to empower older adults to age with dignity. The department has a growing suite of programs to address the specific needs of Older Refugees, including conversational English classes, social activities, community education, and a Medical Supply Closet. These activities promote the overall health and wellness of Older Refugees, provide them opportunities to learn about their new neighborhoods and community, and educate the aging services community about the needs of Older Refugees. Other programs in the Senior Services Department include non-medical companionship, respite for caregivers, and volunteer activities for older adults. In keeping with the mission of the agency, the Senior Services Department builds bridges of understanding among the wide diversity of seniors in the community and promotes respectful care for our elders.

**Position Summary:**

The Services for Older Refugees Program Specialist reports to the Director of Senior Services. They will be responsible for planning and coordinating Socialization and Community Engagement activities; delivering workshops to promote awareness of older refugees; supporting the Conversational English for Older Refugees class; and managing the Medical Supply Closet. They will also support the Director in Special Projects to expand the mission and impact of the Senior Services Department.

**Qualifications:**

Bachelor’s degree in Human Services, Social Sciences or related field. The ideal candidate will have experience implementing programs; work creatively, efficiently and effectively; and understand the needs of refugees and/or older adults; bi-lingual or multilingual capacity is preferred.

## **Essential Functions:**

### ***Program Coordination and Implementation***

- Plan and implement a calendar of Socialization and Community Engagement activities that meet the needs and interests of older refugees
- Provide support to the Instructor of Conversational English Class, including classroom set-up, volunteer coordination, participant transportation and management of classroom supplies
- Recruit and in-take program participants
- Plan and deliver workshops that promote cultural awareness about elder refugees and improve capacity of providers to serve elder refugees
- Develop partnerships with a network of community-based organizations, to advance the impact and mission of the program
- Manage the Medical Supply Closet, including requesting and inventorying supplies, and tracking usage
- Assure programs perform according to funded targets and timelines

### ***Outreach and Community Engagement***

- Recruit program participants and volunteers through tabling, outreach and meetings
- Participate in appropriate community organizations and committees that further the work of the Senior Services Department

### ***Evaluation, Documentation and Reporting***

- Collect and track performance measures
- Maintain accurate program documentation and files, as required by funder
- Process and manage program data in Excel and other related internal databases
- Input program information into BIN and manage vouchering process, in accordance with funding guidelines
- Collect information required by funding sources for progress reports
- Submit timely reports to the Director, as requested

### ***Special Projects***

- Support the Director of Senior Services in the implementation of Special Projects, which advance the impact and mission of the Department

### ***Management and Supervision:***

- Abide by a strict code of confidentiality in all matters related to IFW and its members
- Oversee interns and community volunteers as needed
- Promote internal agency-wide positivity
- Adhere to agency Personnel Policies
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity and inclusion

### ***Other Duties as Assigned by the Senior Services Director***

**Level of Decision Making Responsibility:** Medium

*Date Created: January 2021*

**Skills and Experience:**

- Excellent written, communication, and organizational skills
- Demonstrated administrative experience including office and meeting management
- Demonstrated ability to relate well to others and build strong relationships
- Demonstrated ability to work with initiative and creativity, and to handle a variety of tasks and responsibilities flexibly
- Bilingual or multilingual capability beneficial, with preference for a current or projected refugee caseload language (Arabic, Burmese, Chin, Dari, French, Karenni, Karen, Kinyarwanda, Nepali, Pashtu, Russian, Somali, Swahili and Ukrainian)
- Ability to plan and deliver workshops, classes, and training programs; recruit speakers; and handle logistics for up to 20 people
- Proficient in Microsoft Office Suite; knowledge of Office 365 and Sharepoint a plus
- Multi-cultural competence a must
- A commitment to supporting vulnerable community members as they age
- Reliable transportation within Syracuse and surrounding suburbs

**Working conditions and physical demands required:**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job:

- Ability to travel regularly throughout the service delivery area at least 25% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions
- Remain in a stationary position at a workstation and use a computer approximately 50% of the time
- Ability to frequently sit for long periods attending meetings/trainings

**To apply:** Please send cover letter and resume to Melissa Morral at [mmorral@ifwcny.org](mailto:mmorral@ifwcny.org).