



Title:

Israel Program Manager

Reports to:

Head of Refugee Program

Location:

Tel-Aviv (Israel)

Purpose of the role:

- To manage the overall resettlement processing of refugees ensuring adherence to all Standard Operating Procedures (SOPS) as outlined by the US State Department's Bureau for Population, Refugees and Migration (PRM) and the Refugee Processing Center (RPC)
- To coordinate the Program Team in Israel and work closely with the Management Team, being responsible for all aspects of processing USRAP refugee applicants in Israel, from point of application until departure
- To ensure that all program activity complies with PRM, RPC and HIAS policies, including the Program Integrity Guidelines, promoting a zero tolerance policy to fraud and internal malfeasance

Key responsibilities

- Act as the officer in charge of the Israel sub-office for all local staff and ensure efficient and effective coordination with Austria main office
- Maintain an overview of the workflow of the cases in Israel, ensuring effective prioritization, efficient processing and timely departure from Israel to the US
- Supervise all staff in the Israel Program team, providing support and motivation
- Provide an escalation point and knowledge lead for all Israel refugee processing activity
- Take the lead in resolving any problematic cases and keep relevant parties updated
- Deliver accurate and informative monthly and ad-hoc reports / information to internal and external parties, highlighting positive and negative trends and recommending procedural and other changes if appropriate
- Project and plan numbers and circuit rides
- Build, review and maintain master schedules for all RSC activity relating to Israel cases
- Coordinate and communicate with DHS on schedules and ad-hoc matters relating to Israel caseload as they arise during circuit rides
- Coordinate the program staff in Israel to ensure appropriate management of cases with special needs and/or those requiring expedited processing
- Build detailed cross-unit SOPs so that they meet PRM guidelines, regularly reviewing in line with PRM guidelines, and as procedures are developed and refined
- Ensure regular and effective communication to individuals and the team as a whole, ensuring that staff feel well-informed
- Ensure adequate workload coverage, through overseeing planned and unplanned absence
- Identify individual and team training needs, coordinating with the Human Resources Manager and Head of Refugee Programs to find the best way of addressing these needs
- Attend and actively contribute to Management and other meetings as appropriate

- Be point of contact for other RSC departments (HR, IT, Operations, Refugee Data Team)
- Any other tasks as requested by the Head of Program

Key skills and attributes

- Fluency in English (written and verbal). Knowledge of Hebrew is an advantage.
- Deep processing and WRAPS knowledge; likely to have worked for a number of years in different RSC processing roles
- Strong experience of registration processes, pre-screening and case work interviews desired
- Extremely well organized with exceptional planning skills
- Enthusiastic, hard-working and motivated – willing to get stuck in to resolve issues or get work done quickly
- Excellent communication skills (written and verbal):
 - has an approachable style and knows how to deliver messages appropriately
 - has the credibility and experience to represent the office externally and to be part of the management team
 - has the interpersonal skills to manage workload across teams
 - able to sensitively lead interviews to elicit required information
 - has the skills to write professional and clear reports and case interview notes
- Maturity, professionalism and sensitivity to work with sometimes difficult or traumatized applicants
- Meticulous attention to detail
- Good level of digital literacy skills
- Collaborates with colleagues to deliver quality work, solve problems, and generate new ideas
- Good analytical skills - comfortable creating fit-for-purpose reports from various data sources
- Makes practical and pragmatic decisions and recommendations in order to resolve problems
- Able to adapt quickly to new tasks, changes and challenges
- Has good judgment – knows when it is appropriate to escalate and recognizes areas for potential future problems
- Proven cross-cultural sensitivity

This position is 100% in office and remote work is not possible

All applicants should have the legal right to live and work in Israel without additional support

This position is subject to the availability of donor funds

DISCLAIMER:

This job description is intended to describe the general nature and level of work being performed. It is not an exhaustive list of all responsibilities, duties, skills required or permanent location. Location is subject to change based on programmatic needs. Flexibility is essential as we grow and develop. The successful candidate must be comfortable in a fast-paced, changing work environment with many crucial deadlines. All team members may be required to perform duties outside of their normal work hours of responsibilities as needed.

SAMPLE HIRING PROCESS:

We are committed to a fair and respectful hiring process, and we do our absolute best to respond to every applicant. We prioritize communication and transparency with all candidates, even those who are not moving forward. Here's a snapshot of our hiring process:

Step 1: Submit your application!

Step 2: Phone screen with a Human Resources staff person.

Step 3: Interview with the hiring manager.

Step 4: Interview with a panel of HIAS employees.

Step 5: Reference check.

Step 6: Offer and background check.

Step 7: Start your professional journey with HIAS!

Note: Some of our hiring processes may vary, and not all candidates will advance to each step.

ABOUT US:

Over one hundred years ago, the Jewish community founded HIAS (originally the Hebrew Immigrant Aid Society) in New York City, the immigrant gateway to America. Supporting Jews fleeing persecution and poverty in Eastern Europe, our founders were guided by the traditions, texts and history of the Jewish people—a history of oppression, displacement and diaspora. HIAS has since helped generations of Jews facing violence because of who they were, and HIAS remains committed to helping Jewish refugees anywhere in the world. Today, our clients at HIAS come from diverse faiths, ethnicities and backgrounds, as do our staff. We bring our experience, history and values to our work across five continents, ensuring that refugees today receive the vital services and opportunities they need to thrive.

HIAS is a learning community, committed to diversity and inclusion. We do our work with integrity, accountability, transparency and a commitment to the highest ethical standards. We seek employees from diverse backgrounds and life experiences to join our teams located in the United States and across the globe. People who identify as BIPOC, people with disabilities, people from the LGBTQ+ community and people with lived experiences of forced displacement or immigration are all encouraged to apply. We are committed to building a diverse workforce that reflects our vision, mission and values.

The HIAS Austria office as the Resettlement Support Center (RSC) processes refugee cases for resettlement to the US through a contract with the US State Department. HIAS RSC Austria oversees a new sub-office in Zagreb, Croatia.

VISION:

HIAS stands for a world in which refugees find welcome, safety and opportunity.

MISSION:

Drawing on our Jewish values and history, HIAS provides vital services to refugees and asylum seekers around the world and advocates for their fundamental rights so they can rebuild their lives.

VALUES:

Welcome • Acogimiento • Hospitalité • ?????? ?????? (Hachnasat Orchim)

We Welcome the Stranger

Justice • Justicia • Justice • ??? (Tzedek)

We Pursue Justice

Empathy • Empatía • Empathie • ??? (Chesed)

We Approach our Clients with Empathy

Partnership • Compañerismo • Coopération • ?????? (Chevruta)

We Believe in Changing the World through Partnership

Courage • Coraje • Courage • ??? (Ometz)

We Act with Courage to Build a Better World

Resilience • Resiliencia • Résilience • ??? (Ruach)

We Adapt and Thrive, Continuously Demonstrating our Resilience

DIVERSITY:

HIAS is committed to a diverse and inclusive workplace. All qualified applicants will be considered for employment without regard to race, color, national origin, ethnic background, ancestry, citizenship status, religious creed, age, sex, gender, sexual orientation, physical disability, mental disability, medical condition, genetic information, marital status, registered domestic partner or civil union status, familial status, pregnancy, childbirth, military status, protected veteran status, political orientation or other legally protected status.