

MINNESOTA COUNCIL OF CHURCHES

Refugee Services Program

POSITION DESCRIPTION

Position Title: Program Manager & Case Manager

Employment Status: Regular, 1.0 FTE, Non-Exempt (overtime-eligible under FLSA and Minn. Stat. § 177.25)

Reports To: Director of Refugee Services

Supervises: Refugee Employment Counselors; Education Specialist; Collaboration Facilitator, Statewide Employment Collaborative; Lead Employment Counselor

Work Location: 122 West Franklin Avenue, Minneapolis, MN 55404; with regular local and occasional statewide travel; A valid drivers license and access to reliable transportation are required

Schedule: Monday–Friday, standard business hours; occasional evenings and weekends as operational needs require

ABOUT MINNESOTA COUNCIL OF CHURCHES

The Minnesota Council of Churches (MCC) convenes, connects, and catalyzes people of faith to build just, equitable, and livable communities for all Minnesotans. MCC is a statewide council with 24 member denominations from Historical Black, Native American, Mainline Protestant, Pentecostal, and Orthodox communions.

In 2026, MCC focuses on courageous, compassionate engagement that bridges divides, strengthens community resilience, and promotes racial justice, healing, and reconciliation. Programs include depolarization initiatives such as Respectful Conversations, expanded services for New Americans, and educational and narrative-change resources delivered through a racial equity lens. MCC staff reflect the broad diversity of Minnesota and the broader mission to build unity through justice for the common good.

POSITION SUMMARY

The Program Manager & Case Manager serves as both a frontline service provider across employment and education programs and the primary program-level coordinator for MCC's direct services team. The position carries a direct employment counseling caseload (50% of time) and an education specialist caseload (15% of time), while providing supervisory oversight of the Education Specialists (10% of time), and supervisory oversight for the Employment Leads and Employment Counselors (included in the 25% coordination function). The role may expand to other program areas as new contracts and services are expanded.

This role is the operational anchor of MCC's direct refugee services, ensuring consistent service quality, cross-program integration, and staff support across employment and education program areas.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Program Coordination and Staff Oversight — approximately 25% of time

Employment Services Supervision and Coordination

- Provide day-to-day supervisory support for Refugee Employment Counselors, including regular individual check-ins, performance feedback, and professional development planning.
- Serve as an operational coordination point for the Collaboration Facilitator, Statewide Employment Collaborative, and Lead Employment Counselor ensuring alignment between direct service delivery and statewide collaborative activities
- Monitor caseload distribution and service volume across the employment team; escalate capacity concerns to the Director of Refugee Services
- Support program data collection and reporting, including review of case notes, outcome data, and funder-required reports for the employment services unit.
- Ensure consistent application of eligibility criteria, service standards, and documentation practices across the employment team.

- Support coordination between MCC's employment program and the statewide Employment and Career Supports Collaborative, including participating in relevant meetings and conveying updates between teams.
- Assist with onboarding, training, and orientation of new employment services staff, volunteers, and interns.
- Identify and communicate service gaps or training needs to the Manager of Employment Services.
- Contribute to program planning discussions and strategic input on employment services direction.
- Coordinate volunteers to meet program needs

Education Specialist Supervisory Oversight — approximately 10% of time

- Provide regular supervisory check-ins with the Education Specialist, including support on case management questions, workshop coordination challenges, and community partner issues.
- Review and provide feedback on Education Specialist case notes, outcome documentation, and reporting submissions.
- Support the Education Specialist in problem-solving client barrier situations, interpreter logistics, and workshop scheduling conflicts.
- Serve as first point of escalation for Education Specialist operational questions in the absence of or as delegated by the Director of Refugee Services.
- Participate in performance-related conversations with the Education Specialist as directed by the Director of Refugee Services
- Facilitate cross-program communication between employment and education services to ensure integrated client service delivery.

Direct Employment Counseling Services — approximately 50% of time

Employer Outreach and Job Development

- Identify and engage new employers to create employment opportunities for program participants.
- Develop and maintain relationships with industry and community leaders, including trade organizations, chambers of commerce, and civic groups.
- Maintain ongoing partnerships with existing employers.
- Conduct informational interviews and business tours to assess workplace environments and hiring needs.
- Collaborate with partners to organize job fairs and hiring events.
- Share employment opportunities with MCC staff and partner agencies.

Employment Placement and Client Services

- Provide program orientation to potential participants.
- Conduct intake, eligibility screening, and employment assessments.
- Develop individualized service plans with participants to support achievement of employment goals.
- Assist clients in overcoming barriers related to job search, applications, and workplace success.
- Match participants with appropriate employment opportunities.
- Provide ongoing case management and referrals to supportive resources.
- Collaborate internally to ensure participants access the full range of MCC services.
- Provide translation and interpretation support for Refugee Services projects as needed.
- Maintain positive working relationships with community partners.
- Submit required reports to track outcomes and document client success stories.
- Maintain accurate and timely case files and case notes.
- Coordinate and oversee volunteer activities within the program.
- Assist in emergency response activities as needed.

Education Specialist Direct Service — approximately 15% of time

Direct Client Service

- Conduct intake services with assigned education program participants, including individual and family assessments.

- Assess participants for English language skills and interpretation needs relevant to workshop participation.
- Assist participants in overcoming barriers to workshop attendance, including transportation, childcare, and language access.
- Connect participants to meaningful education, community, and support resources.
- Conduct follow-up assessments with assigned families at prescribed intervals to make new resource connections as needed.
- Conduct participant evaluation surveys and contribute to program outcome tracking.

Workshop Coordination and Education Support

- Support coordination and attendance logistics for Cultural Orientation Workshops at MCC and partner locations as assigned.
- Co-facilitate or cover Cultural Orientation Workshops for newly arrived refugees as needed
- Collaborate with education and volunteer outreach staff to support successful workshop delivery.
- Promote MCC Refugee Services education programs to potential participants as needed.
- Encourage early self-sufficiency and independence of all education program participants.
- Transport clients to and from appointments as necessary.
- Document all education program client contacts and services in case files and online databases.
- Perform other duties as assigned.

QUALIFICATIONS

Required

- Minimum two years of experience providing employment counseling, workforce development, case management, or education services to refugees, immigrants, or culturally diverse populations.
- Demonstrated ability to lead, coach, or informally supervise peers or staff.
- Knowledge of local refugee and immigrant communities, available resources, and applicable state and federal policies.
- Strong motivational, teaching, and interpersonal skills; commitment to early self-sufficiency of program participants.
- Demonstrated ability to collaborate across organizational and community partners.
- High level of organization and ability to manage competing priorities across a direct caseload and coordination responsibilities.
- Demonstrated ability to maintain detailed records and submit accurate, timely reports.
- Effective English verbal and written communication skills, both oral and written.
- Ability to work independently and as part of a team.
- Valid driver's license and access to reliable transportation; ability to travel locally on a regular basis and occasionally statewide.
- Willingness to transport clients to and from appointments as needed.

Preferred

- Experience in both employment services and education or cultural orientation programs serving refugee populations.
- Familiarity with DHS-contracted refugee employment and education programs, the Employment and Career Supports Collaborative, or the Metro Community Orientation Workshop network.
- Bilingual or multilingual proficiency in a language spoken by program participants (Arabic, Oromo, Somali, Karen, Pashto, Dari, Swahili, Spanish or other relevant languages strongly preferred).
- Bachelor's degree in social work, education, human services, public administration, or a related field, or equivalent combination of education and experience.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook, Teams) and case management or client database systems.

COMPENSATION & BENEFITS

Starting Salary Range: \$57,000 – \$65,000 per year

Benefits package includes:

- Medical insurance
- Dental insurance
- Life insurance
- Retirement plan
- Paid sick leave
- Vacation leave

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position operates primarily in a standard office environment at MCC's Minneapolis office, with frequent local travel to employer sites, workshop locations, community partner locations, and participant homes, and occasional statewide travel. Standard office hours are Monday–Friday; occasional evening and weekend availability is required for workshops and community events.

EQUAL EMPLOYMENT OPPORTUNITY

Minnesota Council of Churches is an Equal Opportunity Employer. MCC does not discriminate in employment on the basis of any characteristic protected under applicable federal or Minnesota state law, including:

- Race, color, religion, sex (including pregnancy, childbirth, and related medical conditions), national origin, age (40+), disability, or genetic information — protected under Title VII of the Civil Rights Act, the ADA, the ADEA, the Pregnant Workers Fairness Act (PWFA), and GINA
- Sexual orientation, gender identity, gender expression, marital status, familial status, receipt of public assistance, and status with regard to public assistance — additionally protected under the Minnesota Human Rights Act (MHRA), Minn. Stat. Ch. 363A
- Lawful use of consumable products (including cannabis) outside of work hours and off employer premises, where not otherwise prohibited by the position — protected under the MHRA
- Military or veteran status — protected under USERRA and the MHRA

MCC is committed to providing reasonable accommodations to qualified individuals with disabilities and for sincerely held religious beliefs in the application and employment process. Applicants who need assistance or accommodation should contact Human Resources at employment@mnchurches.org.

HOW TO APPLY

Candidates should submit a resume and letter of interest to employment@mnchurches.org. Applications will be reviewed on a rolling basis until the position is filled.