

## KE - Deputy Director, RSC Program Implementation (International)

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Company: Church World Service

Location: Nairobi

Category: other-general

### About CWS

**Position Title:** Deputy Director, RSC Program Implementation

**Reports To:** RSC Africa Director

**Supervises:** Associate Directors, Senior Managers

**Division:** Church World Service-Africa

**Department:** Programs

**Team :** Regional

**Job Location:** Nairobi, Kenya

**Grade Level:** Grade 11, Level 1 Director, International

Church World Service (CWS) is a not-for-profit, faith-based organization transforming communities around the globe through just and sustainable solutions to hunger, poverty, displacement, and disaster. CWS does not discriminate on the basis of race, color, religion, sex, national origin, gender identity, genetic information, age, disability, or veteran status in employment or in the provision of services.

### Purpose

This is a high-level position within the Resettlement Support Center (RSC Africa) operated by CWS. RSC Africa covers refugee processing in 49 countries in sub-Saharan Africa. The Deputy Director of RSC Program Implementation is responsible for the management of the U.S. Refugee Admissions Program (USRAP) processing and cultural orientation at RSC Africa. With five direct reports, the position is responsible for ensuring that RSC procedures adhere to required guidelines, coordinating among the various units, maintaining effective

relationships with partners, and providing leadership on all processing and cultural orientation issues. This position is a member of the RSC Africa Senior Management Team (SMT). The successful candidate must be approved, in writing, by the U.S. State Department's Bureau of Population, Refugees, and Migration (PRM) prior to confirmation of hire. **Candidates who had applied earlier need not to reapply.**

**Key Relationships :**

**Internal to CWS:**

RSC Director, Deputy Director,

RSC Program Development and Quality.

RSC Africa Senior Management Team.

Direct reports

**External :**

PRM,

IOM,

UNHCR,

RefugePoint

HIAS

**Working Environment:**

Mostly office-based in Nairobi, Kenya, with periodic travel to the field as required.

**Responsibilities**

**Program Implementation and Compliance (40%)**

Ensures the RSC functions of the USRAP are effective, efficient and in compliance across the region.

Ensures compliance with PRM, US Citizenship and Immigration Services (USCIS), Resettlement Processing Center (RPC) and CWS guidelines and procedures. Develops and maintains a detailed knowledge of USRAP overseas processing standards and policies, including the USRAP Integrity and Compliance Guide

In coordination with the Deputy Director of Program Development and Quality, develops, implements, disseminates and monitors standard operating procedures (SOPs) for processing of refugees eligible for the USRAP in sub-Saharan Africa with the aim of enhancing the efficiency of the operation.

Implements and monitors policy changes announced by PRM, USCIS, RPC and or RSC management and ensures compliance and accountability among RSC Program Operations staff.

Provides coordination within and across country offices, ensuring that processing activities are carried out efficiently and effectively. Acts as key escalation point for any issues relating to other departments.

Determines operational priorities for RSC Africa in coordination with RSC Director, RSC Program Development and Quality, Country Office Leadership and PRM

Responsible for overseeing USRAP processing by providing guidance, setting priorities, and ensuring cross-departmental and cross-regional communication for successful adherence and execution of the program.

Coordinates programmatic inputs to the annual RSC budgeting process by working with Program Operations teams to anticipate staffing and resource needs based on PRM processing targets, monitors spending throughout the year against budget targets.

Reviews, analyzes, and reports on information relevant to processing in the sub-Saharan Africa region and makes strategic program implementation decisions based on data inputs.

Actively participates in overall management and development of RSC Africa as a member of Senior Leadership forum.

### **Leadership and Management (30%)**

Provides leadership, vision and strategy alignment.

Provides end-to-end people and HR management to include recruitment, onboarding, training and development, day-to-day direct supervision and management, performance management, and development up to effective exit management.

Aids in employee engagement, conflict management, employee relations

Effectively leads programmatic change

Ensures a safe, healthy, and professional work environment for all Programs staff.

Establishes and communicates clear expectations to staff to foster a predictable and consistent work environment.

Provides oversight and direction of two regional processing teams encompassing eight subregions across sub-Saharan Africa, including indirect oversight of four country offices, as well as technical experts for special caseloads and circuit ride planning.

### **Representation (25%)**

Maintains effective relationships with RSC Africa/USRAP partners, including PRM, USCIS, IOM, UNHCR, RPC and domestic Resettlement Agencies, ensuring that relevant communication is professional and accurate.

Leads with and champions CWS policy, procedure, and organizational culture to Programs staff, and contributes to Programs Division strategies for ensuring staff fully understand and abide by CWS policies.

Provides coordination within and across country offices, ensuring that processing activities are carried out efficiently and effectively. Acts as key escalation point for any issues relating to other departments.

### **Other Duties (5%)**

This position also undertakes other duties as assigned by CWS/RSC Africa Management.

### **Qualifications**

Experience:

Twelve (12) years of related experience required.

Eight (8) years of supervisory experience, including two (2) years supervising managers with direct reports, required.

Previous refugee processing experience required.

Experience working with and supervising staff in a cross-cultural context.

Experience working in Africa.

Experience with the USRAP preferred.

Experience with domestic U.S. resettlement preferred.

Skills:

Strong verbal and written communications skills required.

Strong organizational and management skills, with particular attention to detail

Ability to analyze reports with large amounts of data.

Knowledge of refugee and/or immigration law preferred.

Excellent computer skills, in particular Microsoft Office, required.

Education & Certifications:

Bachelor's Degree or four (4) years of relevant paid work experience in lieu of a bachelor's degree

Master's Degree preferred.

Abilities:

Work and make decisions independently and contribute to overall operations of RSC Africa at management levels.

Maintain a high-performance standard with attention to detail, completing tasks within set timeframes.

Exercise good judgement and seek guidance as appropriate when confronted with unanticipated problems.

Deal effectively and courteously with a large number of associates, outside agencies, refugees, and members of the general public.

Manage large and diverse workload under pressure with competing priorities.

Maintain the integrity of official records.

Analyse and solve complex problems and make sound decisions.

Actively participate in the implementation of the USRAP.

### Important Requirements:

Strong English communication skills, both written and oral.

Ability to work in a multi-cultural environment.

Commitment to diversity, equity, and inclusion and willingness to support as a CWS employee.

CWS is an Equal Opportunity / Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, gender identity, genetic information, disability or protected veteran status. Auxiliary aids and services are available upon request to individuals with disabilities.

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