



Title: Director of Client Care
Organization: Georgia Asylum and Immigration Network (GAIN)
Education: Master's Degree Required
Location: Atlanta, GA
Type: Full-Time

Description:

The Georgia Asylum & Immigration Network (GAIN), a nonprofit organization with a mission of *protecting and empowering immigrant survivors of crime and persecution*, is seeking a full-time Director of Client Care to elevate the client experience, oversee the Navigator program, and ensure that GAIN's programs reflect the most urgent needs of its clients.

Responsibilities Include:

- Design, build, and implement projects and partnerships with the aim of strengthening GAIN's model of wraparound, trauma-informed services;
- Build and maintain community partnerships to address the mental health and social well-being of GAIN clients;
- Oversee program operations, providing leadership, programmatic oversight, troubleshooting, and problem solving;
- Supervise and direct GAIN's team of Navigators in their designated area of responsibility;
- Administer client empowerment funds and other resources available to assist GAIN clients with housing instability and food insecurity;
- Oversee medical-legal partnership which provide mental and physical health services to clients;
- Ensure the success of clients in GAIN's programs and that all services delivered comply with funder guidelines and agency policies;
- Oversee the collection and synthesis of outcome-based reporting;

- Actively participate in representing GAIN with local task forces and coalitions, including the Coalition for Refugee Services Agencies, Mano a Mano, Georgia Coalition Against Domestic Violence (GCADV), etc.;
- Expand the network of providers that accept social service referrals by at least five new partnerships;
- Recruit and train interns and volunteers; and
- Other duties as assigned.

Qualifications:

- Masters-level degree in Social Work or other relevant field and a minimum of 3 years or supervisory/ managerial experience;
- Demonstrated dedication to immigrant rights, social justice, and/or trauma-informed care based on work experience, volunteer service, or educational activities;
- Preference for professionals who are experienced in working with multicultural populations especially immigrant and refugee populations;
- Experience with federal grants reporting and compliance;
- Excellent communication skills with proficiency in written and spoken English is required; and,
- Fluency in Spanish (speaking/writing) is mandatory.

Benefits Include:

Comprehensive benefits include: 8 US holidays, 10-30 days paid time off depending on tenure, and fully-paid medical insurance for employees (dental insurance optional), 403(b) retirement savings plan, Employee Assistance Program, mileage reimbursement, and more).

How to Apply:

To apply for this position, please email cover letter and resume to jobs@georgiaasylum.org

GAIN is an equal opportunity employer. We strongly encourage and seek applications from people of color, including bilingual and bi-cultural individuals, as well as members of the lesbian, gay, bisexual and transgender communities. We are dedicated to providing a work environment free from discrimination and harassment, and where employees are treated with respect and dignity.