



## **Project Citizenship Program Manager Job Description**

Project Citizenship seeks a Program Manager to manage Project Citizenship's workshops, data collection and management, immigrant outreach, volunteer recruitment and management and supervise AmeriCorps service members.

Project Citizenship's exclusive mission is to assist permanent residents to become U.S. citizens by providing free application assistance because of the transformative power of citizenship. Citizenship is the only protection against deportation and the best method to secure important rights and benefits.

**Principal Purpose of Job:** The Program Manager supports the Program Director and works collaboratively with other Managers to manage Project Citizenship's programs including workshop execution, communications, volunteer management and data management.

With training and experience, the Program Manager may obtain Department of Justice accreditation to be able to represent immigrants at naturalization interviews, and take on an active training responsibility and an advocacy role.

**Supervision:** The Program Manager reports directly to the Program Director.

### **Essential Job Functions:**

- **Volunteer Management**
  - Train and supervise volunteers and interns in the office.
  - Recruit qualified volunteers to assist with citizenship workshops.
  - Provide training to volunteers on N-400 and N-600 practices and procedures.
  - Manage the supervision of high school and college student interns by AmeriCorps volunteers with attention to workload distribution, evaluation and support of the AmeriCorps supervisors.
- **Citizenship Workshops**
  - Responsible for planning and executing citizenship workshops hosted virtually or throughout greater Boston, with a focus on volunteer management.
- **Data Management**
  - Responsible for data tracking and reporting after citizenship workshops and general database maintenance, and case management.
  - Maintain Salesforce database and data integrity, including onboard and training of new staff, and management of best practices.
  - Work collaboratively to update, improve and maintain the database systems and SOPs.
- **Immigrant Outreach and Community Partnerships**

- Conduct outreach in immigrant communities, including providing information sessions in collaboration with community organizations.
- Maintain and improve established strong networks with community organizations that are currently providing and/or have interest in citizenship.
- Expand referrals from community organizations in new service areas.
- **Citizenship Services**
  - As a DOJ accredited representative, the Program Manager will attend interviews as a legal representative for our disabled clients to advocate for the approval of their citizenship case.
- **Supervision**
  - Interview, onboard, train and supervise AmeriCorps service members and interns. Serve as a resource and primary contact person.

**Qualifications Desired:**

1. Bachelor's degree from an accredited college or university.
2. Detail-oriented, responsible, energetic, self-directed.
3. Excellent organizational skills; ability to plan workflows, handle multiple tasks simultaneously, prioritize, problem solve, and meet deadlines.
4. Strong computer skills (Microsoft Suite) and facility with the internet.
5. Knowledge of Wordpress, MailChimp and Salesforce.
6. Excellent writing and communication skills.
7. Experience with nonprofit organizations in the areas of immigration and knowledge of greater Boston community a plus.
8. High degree of personal and professional integrity.
9. Spanish, Haitian Creole, Mandarin, Cantonese, Vietnamese or Portuguese proficient highly desired.

**Compensation commensurate with experience.**

**How to apply:** Please email one PDF of your resume and cover letter, along with contact information for three references to [mbell@projectcitizenship.org](mailto:mbell@projectcitizenship.org).