



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

[Project Citizenship](#) seeks a Program Manager to manage Project Citizenship's workshops, data collection and management, volunteer recruitment and management and supervise AmeriCorps service members and/or part-time staff members.

Project Citizenship's exclusive mission is to assist permanent residents to become U.S. citizens by offering free workshops, eligibility screening, application assistance, legal referrals, and all materials needed to apply for U.S. 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 Interim Deputy Director and works collaboratively with the other Manager to manage Project Citizenship's programs including workshop execution, immigrant outreach, communications, data management, and volunteer management.

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

### **Essential Job Functions:**

#### **Volunteer Recruitment and Management**

We have a dedicated volunteer pool of approximately 1,000 people that come to us from our corporate, law firm, and community partners. This role includes the recruitment and management of volunteers in various short-term and longer-term capacities.

- Train and supervise volunteers supporting in various capacities in the office and remotely
- Recruit qualified volunteers to assist with citizenship workshops
- Provide training to volunteers on citizenship application practices and procedures (specifically N-400 and N-600)
- Coordinate the virtual pre-recorded trainings and live (Zoom) trainings for volunteers prior to workshops
- Develop and implement innovative volunteer recruitment strategies to increase the diversity of volunteers supporting citizenship workshops

#### **Supervision**

- Interview, onboard, train and supervise AmeriCorps service members, interns, and/or part-time staff members.
  - Serve as a resource and primary contact person for programs
  - Provide weekly supervision and ongoing leadership development support
- Oversee the AmeriCorps service members supervision of college student interns with attention to workload distribution, evaluation, and support of the AmeriCorps supervisors

#### **Citizenship Workshops**

- Manage all aspects of volunteer management for virtual or in-person citizenship workshops
- Responsible for planning and executing citizenship workshops hosted virtually or throughout greater Boston, with a focus on workshops for law firms and corporate partners
- Work collaboratively with Program staff on determining and managing the year-long workshop schedule and supporting larger Citizenship events

#### **Data Management**

- Responsible for data tracking and reporting after citizenship workshops and general database maintenance, file review, 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

## **Citizenship Services**

- Provide high-quality legal support services to prospective and current clients, including eligibility screening, providing case updates, completing applications, and packaging completed applications
- This role will require the Program Manager to seek Department of Justice accreditation
- As a DOJ accredited representative, the Program Manager *may* attend naturalization interviews before USCIS as a legal representative for disabled clients to advocate for the approval of their citizenship case and review completed applications for quality assurance

### **The right candidate for this role *may have*:**

1. Higher education degree(s) - (Associate's, Bachelor's, Masters, etc)
2. 2-5 years of professional experience or transferable experiences
3. Supervision of intern and volunteer experience (or staff members)
4. Program management experience

Important characteristics and skills for the success of this role include:

1. Bilingual in Spanish/English highly favored due to needs of the organization; Haitian Creole, Portuguese, Mandarin, Cantonese, and/or Vietnamese proficiency also highly desired.
2. Relationship-builder: easily able to address stakeholders of various backgrounds.
3. Detail-oriented, responsible, energetic, self-directed.
4. Excellent organizational skills; ability to plan workflows, handle multiple tasks simultaneously, prioritize, problem solve, and meet deadlines.
5. Strong computer skills and facility with the internet.
6. Knowledge of Zoom, Microsoft Suite, and Salesforce highly preferred.
7. Excellent writing and communication skills.
8. Experience with nonprofit organizations in the areas of immigration and knowledge of greater Boston community a plus.
9. High degree of personal and professional integrity.
10. Willingness and interest in supporting a small nonprofit by supporting where needed; within reason and capacity

*We know that many people (especially people of color, women, LGBTQ+, or people with disabilities) are less likely to apply if they do not check off all the boxes. If you think you're a good fit for this role, we encourage you to apply even if you do not meet all our desired expectations.*

## **Benefits & Details**

- This is a full-time exempt Hybrid role with a required 3 days in the office in Boston per week
  - This position occasionally requires weeknight and weekend hours (with accompanying flex time).
- Salary range: \$50,000-\$65,000; commensurate with experience and language capacity.
- 4 weeks of paid vacation (with increase upon year 3), 11 paid holidays, 5 days of wellness leave, 5 days of bereavement leave, and Massachusetts PFML.
- Health insurance (w/ employee contribution), 401K access after 6 months of employment.
- Professional Development: stipend, onboarding support, and opportunities to grow.

**How to apply:** We have retained Jessye Kass Consulting for this search. **To apply, please fill out this [Google Form here \(bit.ly/procithire\)](#).** In lieu of a cover letter, this form will ask you a few short-answer questions, screening questions, and have you attach a resume. **[Please submit your application by July 17th, 2023.](#)**

If you have any trouble accessing this form, or have any accessibility needs, please email: [Jessye Kass, jessyekass@gmail.com](mailto:Jessye.Kass@jessyekass@gmail.com) for support.