



## Director of Services (Full Time)

The Florida Immigrant Coalition (FLIC) is a non-profit organization whose mission is to amplify the power of immigrant communities to impact the root causes of inequality, defending and protecting basic human rights, including the right to live without fear.

1 in 5 residents in Florida are immigrants. Florida is an extraordinary example of the richly diverse immigrant population in the state. This full time position is responsible for deepening relationships, and building intentional and strategic alignment in the region in order to amplify the power and dignity of immigrant communities.

The ideal candidate will have a strong vision and desire to build statewide power for low-income and immigrant families while also supervising a multicultural team and programs that leverage community involvement and impact at the local and state level. This position is for someone with extensive experience in field organizing, results-driven strategies, planning, monitoring and staff evaluation. The candidate will be committed to furthering FLIC's mission to amplify the power of immigrant communities to impact the root causes of inequality, defending and protecting human rights, including the right to live without fear.

We are looking for someone that is driven and self-motivated, comfortable, and confident exuding positive energy in front of large, diverse audiences as well as in one-to-one settings. Applicants must be committed to an ideology of building community power and share our commitment to membership grassroots decision-making.

### ◆ Supervision of the Service Team

- Develop, supervise, and provide strategic direction for the service teams to be aligned to a statewide power-building plan.
- Create plans and reporting structures while ensuring that the written plans of team members fit appropriately for the organization's overall vision.
- Monitor team effectiveness and evaluate progress.
- Foster the use of FLIC's database management system (EveryAction) and facilitate a culture of database usage by staff to enhance the effectiveness of the organizing team's base-building and documentation.

### ◆ Create, maintain and manage infrastructure to provide quality services (Citizenship, Political Education, Admin Relief, English Innovations) to our communities.

- Support the **Citizenship clinics and events** with management leadership, IT infrastructure, volunteer and partner management, consistent with clear process and procedures that guarantee the quality of services offered by FLIC in a sustainable way.

- Set and monitor **goals** for both clinics and other service activities and monitoring progress and document for reporting purposes
- Support the creation and cultivation of **engagement ladder** to convert applicants into members in conjunction with membership Director.
- Facilitate competitive advantage over other citizenship services providers -- connecting applicants with movement .
- Work with the leadership of member organizations to actively cultivate and create opportunities for cross member collaboration that goes beyond solidarity.
- Contribute and implement innovative ideas to improve services to our communities and engagement to further collective impact.
- Support with content for written grant reports, including budgeting, meeting summaries, program evaluations, performance reports on benchmarks as required.
- System adoption / Salesforce / data collection/ quantitative reporting, archiving, record keeping ---
- Provide a service level agreement for gathering the most up to date and accurate data.

#### ◆ **Program Integration with Campaigns, Civic Engagement, and Membership**

- Inspire, motivate, develop, and maintain good working relations with a diverse membership and staff.
- Foster a climate of innovation, cohesion, and integration with the Directors of other departments
- Strengthen relationships with nonprofit allies, groups, and institutions while building upon existing relationships with community partners and allies in order to advance all of the organization's programs.
- Play a leading role in the integration between membership organizing and existing civic engagement structures in order to further voter education and engagement.

#### ◆ **Qualifications:**

- A bachelor's degree in Political Science, or Management preferred. Knowledge and practice of Immigration law highly preferred; a minimum of 3 years of experience as a program manager/director providing services to community members.
- Experience mobilizing and coordinating large numbers of people into action, and managing shared skill sets through delegation and accountability for collective impact
- Is politically conscious about intersectional causes of oppression and resistance, can work and connect easily with other social justice issues and links our state and national work to transnational focus.
- Inquisitive, sense of humor, proactive, solution-oriented, collaborative, conscientious, responsible and efficient with a positive attitude; skilled and effective team player.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Strong computer skills including proficiency in Microsoft Outlook, Word and Excel.
- Excellent planning and organizational skills with attention to detail.
- Excellent interpersonal, communication and customer service skills.
- Ability to handle multiple projects with a positive attitude and strong time management skills, including working flexible hours and travel (many times in the

evenings and weekends) to meet program requirements and to broaden community reach.

- Must have their own vehicle and be willing to drive long distances or to travel for at least 1 weekend out of every month.

Competitive compensation package (salary and fringe benefits) based on experience.

**How to apply:** Send a resume, cover letter, and references to [hr@floridaimmigrant.org](mailto:hr@floridaimmigrant.org)

*Applications will be accepted until the position is filled. FLIC is an equal opportunity/affirmative action employer and encourages applications from all qualified people, including women, people of color, persons with disabilities, and LGBTQ individuals.*