



Title: Director of Programs
Status: Full time, exempt
Location: Manchester, NH and Worcester, MA (in person for equal time at each location)
Salary: \$65,000-70,000 based on skills and experience

ABOUT ORIS

The Organization for Refugee and Immigrant Success (ORIS) is an ethnic community-based nonprofit organization with the mission to aid in the resettlement of refugees and immigrants by providing training, assistance, resources, and opportunities that promote self-sufficiency. The power of ORIS lies in its cultural understanding, linguistic expertise and first-hand knowledge of the immigrant experience. We offer a wide range of programs to support new Americans in our communities, including bridging case management, services for survivors of domestic violence, employment services, farmer training, food access, and youth enrichment.

JOB SUMMARY

ORIS seeks an experienced, collaborative leader to serve as its full-time Director of Programs position. This is a hands-on role that sits at the center of ORIS's work, responsible for program oversight, staff support, funder relations, and ensuring the organization's programs operate effectively in service of its mission. Reporting to the Executive Director, the Director of Programs serves as the operational partner to the ED's strategic leadership, balancing day-to-day management with an eye toward organizational growth and sustainability. The ideal candidate is organized and community-minded, comfortable building relationships across a wide range of stakeholders, and brings enough experience in nonprofit management to lead with confidence.

KEY RESPONSIBILITIES

Program Oversight

- Oversee the implementation, monitoring, and evaluation of ORIS's core programs; work with staff on planning, budgeting, and outcomes assessment; design new programs as opportunities and community needs arise.
- Assure program quality through development and implementation of program and staff work plans, regular review of case notes and related program documentation, ensuring programs meet funder requirements and most importantly, achieve client satisfaction.
- Ensure fulfillment of all grant and contract deliverables, including timely, complete, and accurate reporting to funders.
- Maintain program policies and documentation, including ORIS's client database, program evaluation tools and efforts, and quality assurance protocols.
- Engage Leadership Team members, the Grants Manager, and other program staff to develop new programs and determine staffing capacity and needs related to new programs.
- Coordinate with program leaders and staff to ensure quality implement database for tracking program activities that complement teams' activities and simplifies reporting requirements.
- Ensure that program data/record-keeping is complete, accurate, and updated at least weekly.

- Work alongside the Finance team and ED to monitor program budgets, ensuring sound financial management of programs.

Staff Leadership

- Provide day-to-day oversight of program staff; maintain regular check-ins and support a positive and collaborative team culture.
- Develop and train staff on tools and resources that support their efforts, as well as quality assurance protocols for program implementation.
- Collaborate with Program Managers to develop realistic annual goals for programs, including meeting grant/contract deliverables and broader goals for program implementation outside of funder requirements.
- Establish communication and collaboration between all ORIS programs in all locations to establish a shared understanding of best practices, successful client support strategies, community and service trends, and establish systems of support between programs when needed.

Community, Funder, and Board Engagement

- Represent ORIS in the community; build and sustain relationships with partner organizations, community leaders, local government representatives, and other stakeholders.
- Partner with the ED and Grants Manager to identify and pursue grant opportunities, develop proposals, and complete grant reports
- Represent ORIS program teams in communications with donors and funders, including in-person, virtual, and written interactions
- Partner with ORIS program leaders to identify needs for volunteers to support program needs. Coordinate volunteer activity, including recruitment, screening, scheduling, and record-keeping, ensuring alignment with best practices and governmental requirements.
- Lead the coordination logistics for community events and other outreach activities
- Perform other related duties as assigned by immediate supervisor and/or other management as required.

QUALIFICATIONS & EXPERIENCE

- 5-7 years of successful program and project management in a nonprofit setting, preferably in human services or social work, including 2-3 years' experience managing staff and leading teams.
- Share ORIS's commitment to diversity, equity, and inclusion, and demonstrate respect and cooperation in all interactions.
- Strong organizational skills and the ability to manage multiple concurrent responsibilities
- Experience with program management, staff oversight, and nonprofit operations
- Clear and confident written and verbal communication skills
- Comfortable with program budgeting, financial monitoring, and basic administrative functions
- Skilled at building and sustaining relationships with staff, donors, and community partners.
- Genuine commitment to community service and to the people ORIS serves, focusing on advancing diversity, equity and inclusion in the workplace and beyond.
- A collaborative spirit, adaptability, and industrious nature that can bring energy and positivity to difficult and/or stressful situations.
- Degree in social work, human services, public service, communications, nonprofit management, or a related field is a plus.