



## **Director of Member Relations - Job Description**

### **Organization Overview**

#### Background:

MIRA is the largest coalition in New England promoting the rights and inclusion of immigrants and refugees. With offices in Massachusetts and New Hampshire, we advance this mission through education and training, leadership development, institutional organizing, strategic communications, policy analysis and advocacy. MIRA is a dynamic and multi-ethnic coalition with more than 140 organizational members, including grassroots community organizations; refugee resettlement agencies; providers of social, legal and health services, faith-based organizations, and civil and human rights advocates. We organize and empower our members and allies, and together we mobilize immigrant communities to advocate for themselves and amplify and support their voices. MIRA is a respected leader on immigrant issues at the state and national levels, and an authoritative source of information and policy analysis for policymakers, advocates, immigrant communities and the media.

#### Job Description:

The Director of Member Relations is entrusted with the responsibility of supervising and harmonizing the activities associated with the New American Integration Program (NAIP). This role also involves providing assistance and guidance to AmeriCorps host sites and MIRA member organizations. The Director's scope of duties encompasses a diverse array of responsibilities, including the oversight of the NAIP program, management and support of members, training, and the administration of host sites. Additionally, the Director is tasked with acting as the spokesperson for NAIP and ensuring compliance with federal regulations set forth by AmeriCorps.

#### Essential Job Functions:

##### 1. NAIP Program Oversight (65%):

- Formulate and implement strategic plans to foster the growth of the program and elevate the visibility of host sites.
- Serve as the official representative of NAIP, representing the organization to various audiences.
- Collaborate with the Massachusetts Service Alliance to guarantee adherence to program implementation guidelines.
- Supervise the NAIP Manager and Membership Coordinator.

##### 2. AmeriCorps Grant Oversight:

- Sustain organizational management and documentation systems that conform to federal laws, AmeriCorps prerequisites, and MSA policies.
- Utilize data collection tools to evaluate and report on member and program performance.
- Utilize quarterly and annual data to drive continuous enhancements to the program.
- Engage in educational opportunities to enhance skills and knowledge.

### 3. Site Management and Support:

- Ensure host sites are aligned with program expectations and requirements.
- Foster robust partnerships with host site organizations to bolster program objectives and enhance the quality of member experiences.
- Educate host site personnel on the NAIP program model.
- Conduct structured site visits to ensure a mutually beneficial experience for both site and member.

### 4. AmeriCorps Member Management and Support:

- Provide guidance and support to a maximum of 35 AmeriCorps members, ensuring adherence to the NAIP model and federal regulations.
- Employ human resource and inclusion practices to recruit, enroll, and retain members.
- Resolve conflicts between members and their supervisors.
- Furnish members with documented service agreements outlining program requisites and expectations.
- Administer mid-term and end-of-term performance evaluations to monitor member progress.

### 5. MIRA Membership Coordination (35%):

- Engage with MIRA member organizations through regional meetings, monthly member calls, and other relevant events.
- Establish a structured CRM framework for member organization management.
- Develop and facilitate a series of professional development workshops for NAIP Host Sites and MIRA member organizations.
- Convene member organizations to partake in MIRA's programs and activities.
- Collaborate with the Membership Coordinator to devise and implement a strategy for strengthening member organizations.

### 6. Organizational Training:

- Design and administer a comprehensive training plan for members to ensure alignment with federal, state, and program requirements.
- Develop comprehensive training sessions for NAIP host organizations, encompassing, but not limited to, training for Americorp members and their supervisors.
- Manage the procurement, organization, and preparation of materials for training sessions.

### Additional Responsibilities:

- Draft quarterly e-newsletters, oversee the organization's social media presence, and enhance branding for NAIP and MIRA membership.



- Actively recruit and engage diverse applicants by representing NAIP at community-based events.
- Foster alumni engagement and facilitate collaboration between program staff and AmeriCorps members.
- Analyze and interpret data for incorporation into promotional materials.
- Assist in planning and facilitating orientation and training sessions to ensure effective member preparation.
- Maintain ongoing communication with current and prospective members, while also staying connected with program directors and site supervisors.

Requirements:

- A Bachelor's degree (or high school diploma with over 6 years of work experience).
- Prior experience working with diverse groups and community partners, preferably in Massachusetts.
- Demonstrated supervisory experience, including management of interns and volunteers.
- Possession of a valid driver's license and the ability to travel across the state.
- Highly valued bilingual or multilingual candidates, particularly those fluent in languages commonly spoken in MA immigrant communities such as Spanish, Portuguese, and Haitian Creole.
- Proficiency in facilitating, public speaking, and training.
- Exceptional written communication skills.
- Strong organizational and time management proficiencies.
- Proven project management expertise, encompassing the ability to prioritize tasks and meet deadlines.
- Well-honed relationship-building skills, including a demonstrated capacity to work collegially and collaboratively with other staff and external organizations.

Salary Range:

The salary range for the position is **\$70,000 - \$80,000** depending on experience

To Apply: To apply, email [hrrecruiting@miracoalition.org](mailto:hrrecruiting@miracoalition.org) with a resume and cover letter with "Director of Member Relations" in the subject line of the email.

MIRA is an equal opportunity employer that celebrates diversity and seeks a broad representation of the communities served by its staff.

**Job type:** Full Time **Type:** Hybrid

**Salary range:** \$70,000 - \$80,000

**Location:** Boston, Massachusetts Apply: [hrrecruiting@miracoalition.org](mailto:hrrecruiting@miracoalition.org)