

Program Manager, Immigrant Student and Family Supports

Job Summary

Under the direction of the Executive Director, Equity, Social Justice, and Inclusion, the Program Manager, Immigrant Student and Family Supports leads and coordinates countywide efforts to ensure that immigrant students and families experience safe, supportive, and inclusive learning environments.

This role advances SMCOE's commitment to educational access, belonging, and continuity of learning by aligning systems across departments, districts, and community partners. The Program Manager designs and implements strategies that strengthen instructional access, family partnerships, and organizational readiness in response to immigration-related challenges.

The ideal candidate brings experience working with immigrant communities, demonstrates strong cross-system leadership, and operates with a deep commitment to dignity, trust, and student success.

Essential Duties and Responsibilities

Systems Coordination and Leadership

- Lead cross-department coordination to align efforts across Student Services, Curriculum & Instruction, Early Learning, Multilingual Learner Services, Communications, and partner agencies
- Support the transition of SMC Families from an initiative to a sustained organizational function
- Develop and implement clear roles, protocols, and escalation pathways for immigration-related incidents and disruptions
- Serve as a central point of coordination between SMCOE, school districts, and community-based organizations

Training, Capacity Building, and Instructional Support

- Design and facilitate professional learning for educators, administrators, and staff on supporting immigrant students and families
- Build district capacity through train-the-trainer models and aligned instructional guidance
- Support educators in addressing the instructional and socio-emotional impacts of immigration-related stress
- Ensure guidance aligns with best practices in language development, scaffolding, and culturally responsive teaching

Family Engagement and Community Partnerships

- Collaborate with community-based organizations, legal partners, and county agencies to provide coordinated support for families
- Develop systems that elevate family voice, feedback, and participation in decision-making

- Support youth leadership opportunities that promote belonging and agency

Information Access and Communication

- Oversee the development and maintenance of centralized resource hubs for staff and families
- Ensure timely, accurate, and multilingual communication during routine operations and crisis situations
- Develop clear, consistent messaging and tools (e.g., response protocols, guidance materials) to reduce confusion and increase trust

Monitoring, Learning, and Continuous Improvement

- Collect and analyze data (surveys, feedback, implementation evidence) to assess impact and guide improvements
- Prepare updates to inform decision-making and resource allocation

Policy & Advocacy

- Stay informed on local, state, and federal policies impacting immigrant students and families
- Provide guidance to leadership on practices that promote access, safety, and continuity of learning

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in education, public policy, social work, public administration, sociology, or related field; and

Three (3) years of progressively responsible experience in program management, community-based program coordination, experience collaborating across organizations and/or systems, and experience working with immigrant and/or multilingual communities.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

Education Systems & Instruction

- Principles of K–12 public education systems, including district and county office roles

- Best practices for supporting multilingual learners
- Culturally responsive and sustaining pedagogical frameworks
- Trauma-informed practices and socio-emotional supports for students

Immigrant Student & Family Context

- Impacts of immigration-related stressors on student learning and family engagement
- Federal, state, and local policies affecting immigrant students and families (e.g., educational access rights, confidentiality considerations)
- Community-based service systems, including legal, social, and advocacy organizations

Program & Systems Leadership

- Program development, implementation, and continuous improvement methodologies
- Cross-functional collaboration and systems alignment strategies
- Organizational change management principles

Family Engagement & Communication

- Effective family engagement models that elevate voice, trust, and partnership
- Strategies for multilingual communication and inclusive messaging
- Crisis communication frameworks

Data & Evaluation

- Methods for collecting and analyzing qualitative and quantitative data
- Continuous improvement cycles and implementation monitoring

Ability to:

- Operate effectively in a politically and socially sensitive environment
- Navigate ambiguity and respond to emerging or crisis situations
- Lead through influence rather than formal authority (if non-supervisory)
- Maintain confidentiality and exercise sound judgment
- Balance strategic planning with hands-on implementation
- Promote equity, inclusion, and belonging in all aspects of work
- Adapt quickly to changing policy environments and community needs
- Build alignment across departments with differing priorities
- Sustain long-term initiatives while managing immediate demands