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Job Description Best Practices Manager – New Americans Campaign 100% FTE

The Immigrant Legal Resource Center (ILRC) is seeking a full-time Best Practices Manager for the New Americans Campaign (NAC). The Best Practices Manager reports to and supports the work of the ILRC's NAC Project Director and staff team, and primarily will be charged with managing the collection and reporting of quantitative and qualitative metrics to measure progress against the NAC's goals. S/he is responsible for collecting, analyzing and presenting the metrics in order to facilitate assessment, best practices sharing and decision-making. The Best Practices Manager is also responsible for identifying, in real time, best practices in naturalization legal assistance; documenting these best practices in multiple, engaging written and presentation formats; and creating learning opportunities to spread best practices nationwide throughout the NAC.

This is a full time position that reports to the NAC Project Director and is based in San Francisco, CA (no telecommuting). This is a temporary, one-year staff position, and its continuation beyond one year will be contingent on project-related funding.

Job Experience and Requirements:

- A bachelor's degree plus five to eight years of experience.
- Regular travel to the NAC sites and meetings is required.
- Experience identifying, analyzing and disseminating best practices across a network of partners.
- Experience in applied research and/or formative evaluation is important.
- Advanced aptitude for complex data analysis and chart/graph production using Excel is required.
- High level of organization is required; experience in program management is a plus.
- Ability to develop, document and communicate project time lines and processes and to manage geographically and organizationally dispersed stakeholders through them.
- Excellent oral and written communication skills, including especially strong writing skills, facilitation skills and the ability to communicate complex data, findings and ideas clearly.
- Experience managing event logistics.
- Experience in immigration services is a plus.

Job Responsibilities:

- Facilitate the development of reasonable and useful metrics to guide the work of NAC partners toward completion of project goals, encourage innovative practice, promote the sharing of ideas and approaches, and document success.
- Manage the ongoing collection of metrics data from NAC partners, including supporting partner ability to gather and submit data.
- Manage a learning network including facilitating the sharing of best practices and compiling toolkits, resources, etc.
- Collaborate with site leaders in each city to gather local NAC information and direct coordination among partners.
- Analyze partner approaches and metrics data to identify best practices.



- Communicate findings internally amongst the partners and funders, and externally with the field including visiting the organizations, documenting innovative processes and technology, sharing those learnings with the other partners through meetings, toolkits, calls or white papers.
- Provide administrative support for the Director and NAC partner convenings, meetings, and communications.
- Manage logistics for all partner convenings and annual conference.

Required Skills:

- Strong writing, people, organizational and information management skills;
- Ability to work both independently and as a team member;
- Ability to work with diverse teams of partners and collaborators;
- High attention to details;
- Great communication skills;
- Advanced skills in using Microsoft Office (Word, Excel, PowerPoint) including data analysis;
- Proofreading skills;
- Ability to manage multiple projects;
- Experience with project management software is desirable.

Salary/Benefits: The salary range is \$54,000 – \$69,000 annually DOE. The ILRC provides competitive salaries, excellent benefits including professional membership dues, health/dental/vision insurance, a flexible spending account for medical and dependent care, vacation, and sick leave. The ILRC sponsors a retirement plan option upon fulfillment of eligibility.

Applications: This position will remain open until filled. To ensure consideration, please submit a cover letter explaining your qualifications for the position, a current professional resume, and three references. Select candidates will be asked to provide a writing sample of original or business writing.

Please send your application to:
NAC Manager Hiring Committee
ILRC
1663 Mission Street, Suite 602
San Francisco, CA 94103
Fax: [\(415\)255-9792](tel:4152559792) (no calls, please)
Email: Job_NAC_BP@ilrc.org

The ILRC is an equal opportunity employer and encourages women, people of color, persons with disabilities, and lesbian, gay, bisexual, and transgender individuals to apply.

About the ILRC www.ilrc.org

The mission of the ILRC is to work with, educate, and build the capacity of immigrants, community organizations, and the legal sector, in order to build a democratic society that values diversity, dignity, and rights of all people. Founded in 1979, the ILRC is regarded as foremost experts on engaging immigrants and developing their leadership in the democratic process, providing expertise on complex issues of immigration law, procedure and policy, and engaging in advocacy and educational initiatives on policies that impact immigrants.

About NAC www.newamericascampaign.org

The New Americans Campaign is a groundbreaking national network of legal-service providers, faith-based organizations, businesses, foundations and community leaders that is paving a better road to citizenship. We are modernizing and streamlining access to naturalization services, so that greater numbers of legally qualified permanent residents take the critical step to becoming American citizens. We are currently driving a national, nonpartisan citizenship campaign throughout the country, focused on eight major cities with large numbers of citizenship-eligible residents.