The Immigrant Welcome Center
Job Description: Director of Community Impact

Department: Programs
Status: Full-time, director level, exempt position
Hours: 40 hours per week, bi-weekly pay period
Location: Indianapolis, IN
Reports to: COO
Supervises: 2 full-time manager level positions
Pay: $68,000-$80,000 salary (grant funded position through October 2029)
Date Posted: November 9, 2026 (Ideal start date: Early January 2027)

About IWC

The mission of Immigrant Welcome Center (IWC) is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming, build a sense of belonging, and have accessible resources so that all immigrants can thrive. IWC team members enjoy a collaborative, ambitious, mission-focused culture.

Position Summary

The purpose of this role is to create strong relationships with grassroots immigrant organizations, faith based organizations, small businesses, nonprofits, and for profit organizations. This role will collaborate with approximately 30 community led projects through our mini-grantee initiative.They will be working with a local funder and several immigrant serving organizations through convening, managing logistics, and trainings. This position is expected to be knowledgeable about nonprofit management, immigrant services and related data. This is currently a grant-funded position through October 31, 2029. Support for this position beyond 2029 will be dependent on securing funding from multiple streams, including revenue generation from trainings and consultations. This position will oversee two programs that help support those who are helping immigrants.

Responsibilities

Project Management

- Manage the mini-grantee initiative project including goals and tactics.
- Act as a liaison between immigrant serving organizations and IWC.
- Communicate effectively across cultures and diverse stakeholders.
- Lead development with conferences, convenings and trainings.
- Identify barriers for the project and build appropriate solutions to ensure capacity building among immigrant serving nonprofits.
- Identify funding needs of grassroots organizations that serve immigrants and develop strategies through mini-grants to address these needs.
- Connect stakeholders to build or expand on collaborative resources.
- Retain confidential information.

Relationship Building

- Serve as a trusted partner with data driven expertise to stakeholders.
- Recruit new fee-for-service organizational partners.
- Retain impactful relationships to ensure our partners are informed and supported.

Supervision

- Community partnership department that provides presentations, training, and data.
- Immigrant support department that includes our Natural Helpers program and Help line.

General Organizational Support

- Assist with clients needing services.
- Participate in department and all-staff activities.
- Any other duties as assigned by IWC leadership.

Key Success Performance Indicators

Success in this role is indicated by the following:

- Nonprofits have built capacity in serving our immigrant neighbors.
- Organized and timely communication across stakeholders.
- Grant measurables are fulfilled and grant reporting is completed on time.
- Increase amount of new organizational clients.
- 100% compliance with entering engagements with clients.

Work Responsibilities & Requirements

- Hybrid schedule: 3 days in the office (Wednesday, Friday, and another day), 2 days hybrid.
- Flexible working schedules, 8-hour shift Monday – Friday.
- Evening and weekend are required (flextime available).
- Extensive administrative work on computer and phone.

Required Qualifications & Skills

- Graduate degree and 3 + years of relevant experience or Bachelor's degree and 5+ years of relevant experience.
- Fluent conversationally in another language.
- Strong organizational skills and attention to detail.
- Excellent written and verbal communication skills.
- Proficiency in Google, Adobe, and CRMs such as Salesforce.
- Ability to work independently and collaboratively in a fast-paced environment.
- Lived immigrant experience and/or working with the immigrant community.
- Authorized to work in the United States.

Preferred Qualifications

- Degree in social work, public administration, nonprofit management, business administration, or similar field.
- Experience serving individuals through a professional or volunteer setting.
- Experience with case management and/or community engagement.

Benefits for Full-Time Employees

- Hybrid work opportunities (typically three days in office and up to two remote–work days), based on role and organizational needs.
- Flexible scheduling options.
- Medical, dental, and vision plan options for benefit–eligible employees, with employer contributions.
- Employer–paid basic life insurance.

- Employee Assistance Program (EAP).
- 401(k) retirement savings plan with employer match.
- Paid holidays, including summer and winter office closures.
- Paid Time Off (PTO).
- Professional development support.
- Benefits are subject to eligibility requirements, waiting periods, plan terms, and change.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER: IWC is committed to promoting diversity, multiculturalism, and inclusion and is proud to be an equal opportunity employer. We recruit, employ, train, compensate, and promote without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any category protected by law.

This is an immediate opening, applications will be reviewed on a rolling basis.

Please email your letter of intent/cover letter, resume, and 3 references to:
Christina Arrom Garza (carrom@immigrantwelcomecenter.org).
Subject line should read: Applicant for Director of Community Impact.