

## **JEWISH FAMILY SERVICES JOB DESCRIPTION**

**JOB TITLE:** Refugee Volunteer Services Coordinator  
**DEPARTMENT:** Volunteer Services Department  
**REPORTS TO:** Director of Volunteer Services and Community Engagement

### **PURPOSE/SCOPE OF RESPONSIBILITY**

The Refugee Volunteer Services Coordinator (RVSC) will implement effective volunteer management, training and recruitment strategies that will positively impact the volunteer experience and deepen engagement. Volunteers and interns strengthen our services by performing a variety of specific tasks including administrative assistance, pre-arrival and day of arrival assistance, resume development, English language training, employment skills training, mentorship, cultural orientation, etc. Through this work refugees and immigrants form meaningful relationships with community members. This role is responsible for the overall development of new mentoring and volunteer initiatives and managing JFS' current volunteer, mentoring, and co-sponsorship work involving refugees. Additionally, the RVSC ensures that volunteer and mentoring programs align with JFS' core programs funded through the United States Government, including the Reception & Placement, APA, Matching Grant, Preferred Communities, RSS, Post-resettlement, MED, PATH, and other programs involving refugees.

### **ESSENTIAL DUTIES, RESPONSIBILITIES, & COMPETENCIES**

1. Implement effective volunteer management strategies to impact volunteer planning, training and retention for all programs involving refugees
2. Orient, train, and communicate regularly with volunteers and team members to ensure effective program operations
3. Serve as Project Director for Americorps VISTA program, Washtenaw Economic Inclusion & Opportunity (WEIO): recruiting, training, and supervising full year VISTA members and Summer Associates; tracking progress and reporting on outcomes; and representing the agency at Americorps meetings
4. Collaborate closely with Refugee Resettlement and Employment Departments, coordinating activities with Directors, Managers, and other staff
5. Conduct ongoing assessment to gain understanding of the programs' volunteer needs

6. Conduct outreach with members of the community, community partners, faith-based organizations, civic groups, and others to promote refugee issues and new volunteer opportunities, working closely with the Refugee Resource Development Manager (RRDM)
7. Coordinate services between volunteers and clients based on availability and location to ensure client and program needs are met. In addition, RVSC will provide training and track volunteer hours in conjunction with Volunteer Services Department
8. Foster awareness and integration between the refugee community and the greater community in Washtenaw County
9. Support volunteers working on co-sponsorship through faith based community partners
10. Work to build and strengthen partnerships with national and local organizations to provide additional volunteer and in-kind support to refugees in conjunction with the RRDM
11. Facilitate peer to peer learning on engaging volunteers and forming community partnerships by lifting up best practices and creating opportunities for partners to speak directly to each other informally or through structured training
12. Create and promote the use of tools and resources for volunteer management to community partners through correspondence, newsletters, webinars and/or calls. Tools and resources include but are not limited to the JFS volunteer management handbook and volunteer management software
13. Coordinate internally with staff at JFS to ensure a synchronized approach to engaging volunteers with various departments around volunteerism
14. Cultivate network engagement through personal relationships with volunteer management staff at partner sites and ongoing efforts to lift up network leadership and innovation regarding volunteerism

### **OTHER DUTIES, RESPONSIBILITIES, & COMPETENCIES**

1. Meets client's needs by participating in the planning for necessary services in the agency
2. Shares professional knowledge with staff by seeking out professional development opportunities and sharing new learning with staff
3. Establishes the agency as a credible service provider by presenting

- information at community workshops
4. Supports agency operations by appropriately representing the agency in all forums and by demonstrating commitment to agency philosophy, mission, goals, policies and procedures
  5. Contributes to effective use of agency resources by identifying and implementing options for cost containment
  6. Contributes to team effort by accomplishing related results as needed
  7. Uses time effectively by appropriately planning, organizing and scheduling required work hours to meet agency needs
  8. Demonstrates effective judgment by making appropriate decisions, as well as conducting and maintaining professional manners and appearance at all times
  9. Maintains safe and clean working environment by complying with health and safety guidelines

### **QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Bachelor's degree in a related field
- Minimum experience of 3 years in related field
- Proficiency in Microsoft Suite
- Ability to organize and prioritize work and to work independently with little supervision
- Ability to work among with large teams effectively

### **REQUIRED LANGUAGE SKILLS**

Ability to express oneself in an articulate and effective manner both verbally and in written communication.

### **REQUIRED REASONING ABILITY**

Ability to deal with abstract as well as concrete concepts, problematic people and situations.

Ability to define problems, collect data, establish facts and draw valid conclusions.

**The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a) (1) of the Fair Labor Standards Act and therefore qualifies as an "exempt" position.**