



# Friends of Refugees

Friends of Refugees

<b>Job Title:</b>	<b>Volunteer Coordinator</b>	<b>Job Category:</b>	
<b>Department/Group:</b>	Refugee Career Hub	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Clarkston, GA	<b>Travel Required:</b>	5% Local Commute
<b>Level/Salary Range:</b>	\$15/hr	<b>Position Type:</b>	Full time
<b>HR Contact:</b>	Jim Neal	<b>Date Posted:</b>	4/24/2018
<b>Will Train Applicant(s):</b>	Lauren Brockett	<b>Posting Expires:</b>	5/31/2018

## Application Submission Process

### PLEASE SUBMIT APPLICATION BY EMAIL TO:

**LAUREN BROCKETT**

LAURENBROCKETT@FRIENDSOFREFUGEES.COM

Subject Line: Candidate for Volunteer Coordinator

### REQUIRED MATERIALS (ATTACH AS ONE DOCUMENT):

- COVER LETTER
- RESUME
- REFERENCES

## Job Description

### ROLE AND RESPONSIBILITIES

Friends of Refugees is seeking a Volunteer Coordinator for its career services center, Refugee Career Hub. This full-time position will support Refugee Career Hub's Director by The Volunteer Coordinator works with the Refugee Career Hub to recruit, develop and support volunteers as they help refugees and immigrants find work to sustain their families, and to develop their skills and networks for increased employment opportunities.

The ideal candidate will have management experience with acquiring volunteers and/or new employees, event planning and training experience.

### The Volunteer Coordinator will be responsible for the following duties:

- Communicate vision, mission and values to new volunteers through orientations, and reiterate it through all communication and bi-yearly trainings.
- Respond to new volunteer inquiries.
- Schedule and conduct orientations.
- Manage weekly volunteer shifts.
- Manage the volunteer database and communication channels to volunteers and other program stakeholders using a software called Volunteer Scheduler Pro (VSP).
- Coordinate walk-in services by tracking the daily sign in sheet and corresponding volunteer actions with clients.
- Keep inventory of monthly volunteer supplies including training manuals and relevant teaching supplies.
- Manage walk-in services by being available for volunteers who have questions, to mediate difficult conversations for volunteers, and be constantly aware of the conversations happening between volunteers and clients.
- Reinforce an optimistic, positive program culture with volunteers, staff and clients.
- Provide opportunities for continued education for volunteers throughout the year.
- Plan and conduct appreciation events quarterly to thank volunteers for their service
- Set goals for volunteer engagement and provide opportunities for volunteers to deepen their involvement with the program.

Refugee Career Hub of Friends of Refugees · [www.friendsofrefugees.com](http://www.friendsofrefugees.com)

· 3895 Church St. Clarkston, GA 30021 · 770-367-2830 · [cafeclarkston@gmail.com](mailto:cafeclarkston@gmail.com)

- Develop, distribute and evaluate volunteer feedback.
- Provide general administrative support to the Hub team.

**Requirements:**

Bachelor's Degree with a minimum of 2 years of work experience; proven success in managing and training large groups, coordinating schedules, consistent communication, and planning events with a variety of stakeholders including public, private and nonprofit organizations.

Proven ability to effectively network with others, build and manage client relationships, and follow up communication with key decision-makers.

Ability to collect and analyze data, using findings to inform strategy.

Time management and prioritization skills.

Comfort with learning and using software applications.

Public-speaking experience.

Excellent written and verbal communication skills.

Self-motivated, resilient, disciplined, and goal-oriented.

Ability to anticipate problems and solve challenges both individually and collaboratively.

**Preferred:**

Since many of our clients speak English as a second language, this position requires demonstrated sensitivity to working in multicultural contexts. Experience working with refugees and internationals preferred. In addition to strong administrative and interpersonal skills, the ideal applicant will have a working knowledge of Microsoft Office. Fluency in French, Arabic, Amharic, Nepali or Hindi languages are preferred.

A valid drivers' license is required. Candidate must be available to travel around greater Atlanta by personal automobile as specifically required for job interviews and other employment-related events. Familiarity with the national and Atlanta-based social, civic and local organizations including United Way, Hands On Atlanta is preferred. Prior experience using client databases is a plus, as careful data entry is critical to tracking the center's numerous client and volunteer profiles.

<b>Reviewed By:</b>		<b>Date:</b>	
<b>Approved By:</b>		<b>Date:</b>	
<b>Last Updated By:</b>		<b>Date/Time:</b>	