

Job Announcement

Cultural Companions Program Coordinator – Full-time or Part-time (CT-based)

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities.

General Description

The Cultural Companions Program Coordinator (CCC) runs the CC program, a wellness and community integration program that pairs volunteers with refugee and immigrant adults. These one-to-one matches do activities together to practice English and build a friendship. The CCC facilitates the initial relationships, provides experiential learning resources, and supports the pairs as they build a friendship together. The goals of the program are to reduce isolation and foster community navigation and integration. The CCC will manage a team of “CC Allies” (experienced volunteers who assist with running the program) and will collaborate with the Community Engagement team to implement and develop the program.

Essential Duties and Responsibilities include:

Cultural Companion Volunteer Recruitment & Training

- Collaborate with the Volunteer Programs Specialist to recruit CC volunteers.
- Train Cultural Companion volunteers.

Refugee & Immigrant Client Recruitment

- Seek and field referrals from IRIS staff
- Do client recruitment outreach
- Do intakes with self-referred and staff-referred clients

Facilitate Cultural Companion Relationships

- Match clients with volunteer companions
- Facilitate introductory meetings between volunteer and client pairs to help them set goals for their time together. (CCs make a 3-6-month commitment to weekly meetings)
- Address any challenges that arise

Manage “CC Allies” Team to Support CC Pairs

- Meet regularly with the “CC Allies” Team of experienced volunteers whose role is to assist with the program and support CC pairs. Set an agenda for each meeting and run the meetings to ensure prioritization of tasks that serve the goals of the program. Delegate tasks to CC Allies.
- Ensure that each volunteer and client companion have the opportunity to do a check-in with CCC or a CC Ally, at three intervals during the cultural companionship: after meeting for 1 month, 3 months, and 6 months.
- Collaborate with CC Allies Team to develop and improve the program

Coordinate Interpreters

- Schedule interpreters for client outreach calls, intakes, and introductory meetings between CC pairs.
- Ensure interpreter compensation by submitting interpreter invoices and all info required by the IRIS finance team.

Collaborate with Community Engagement Team

- Meet with IRIS Community Liaison who oversees the CC program
- Collaborate with Volunteer Programs Specialist & Volunteer Coordinator on CC volunteer recruitment
- Participate in Community Engagement Team meetings

Organize and Track Program Activities

- Maintain, organize, and update spreadsheets of volunteers & clients who need to be matched, current pairs, completed cultural companionships, and other categories
- Create and store client profiles and check-in notes in CC drive

Requirements

Candidates must have:

- A commitment to IRIS' mission and anti-racism
- Ability to connect with staff and clients of diverse backgrounds, to establish a rapport of partnership
- Excellent writing, communication, and organizational skills
- Fluency in spoken and written English
- Strong computer skills including Google Suite, Excel/Google Sheets, PowerPoint, & Microsoft Word
- Minimum High School Diploma or GED
- Cultural humility and empathetic listening skills that foster mutuality in volunteer, client, and staff relationships
- An orientation towards client empowerment
- Ability to coordinate logistics with many moving parts

Ideal candidates will have:

- Cross-cultural experience
- Volunteer Coordination experience
- Project Management experience
- Experience working in social services

Candidates must be vaccinated against COVID-19 and comfortable coming into contact with other people.

Supervises CC Allies Team + an intern

Reports to IRIS Community Liaison & Cosponsorship Developer

Compensation: \$20 - \$21 per hour, depending upon experience

Benefits Health, dental, vision insurance. Life and disability insurance.

Vacation (3 weeks); personal days (3 per year); sick days, holidays per IRIS schedule
Eligible for 403b retirement plan after 1 year.
IRIS is an affirmative action-equal opportunity employer.

To apply, please send a cover letter and resume to humanresources@irisct.org, with the subject line: Cultural Companions Program Coordinator [Your Name].