

Job Announcement
Housing & Donations Coordinator (C)

IRIS (Integrated Refugee & Immigrant Services, Inc. www.irisct.org) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

General Description

IRIS must ensure that all newly arriving refugees are placed in safe and welcoming homes. Working under the guidance of the Housing & Donations Manager, the Housing & Donations Coordinator will lead the effort to collect furniture donations and furnish apartments for newly arriving families. The H&D Coordinator will coordinate with volunteers and donors to schedule pick up appointments and set up apartments according to IRIS' high standards. The H&D Coordinator will also help welcome and register patrons at IRIS' weekly food pantry and oversee IRIS' Bike distribution program.

The ideal candidate has a variety of skills including ability to move heavy furniture, communication, team leadership, donor relations, and problem solving. While some administrative tasks could be accomplished remotely, most of the H&D Coordinator's work must be done at the office or in person in other locations while taking necessary precautions related to COVID-19.

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

Specific Duties Donations Coordination Support & Warehouse Management Support

- Responds to calls and emails related to donations of household items, schedules pick up appointments and cultivates relationships with donors.
- Drives to homes (mainly in Greater New Haven) to collect furniture from donors.
- Communicates needs for volunteer help to H&D Manager and IRIS Volunteer Coordinator.
- Helps H&D Manager train and manage interns and volunteers
- Keeps an inventory of all required furniture and household items.
- Ensures that IRIS storage spaces are well organized, in coordination with volunteers and other H&D Staff
- Manages donations waste removal and coordinates donations to other organizations
- Ensures that IRIS truck and other vehicles are properly managed

Client Services Coordination

- Coordinates preparation of client housing for new R&P arrivals including cleaning apartment, furnishing it, and supplying all necessary household goods. Uses R&P Home Supply checklist to ensure all required items are in the apartment prior to client's arrival.
- On occasion provides furniture to a non R&P family or helps a family who is already established move to a new apartment
- Helps ensure that apartments are clean when clients have moved out and IRIS remains responsible
- Contacts clients or UST's to verify that certain required items are wanted. If item(s) are not wanted, arranges to have a denial of service provision signed by client or UST.
- Assists in making key copies for clients and stores master copies for all apartments for which IRIS has co-signed leases

Bike Program Coordination

- Manages the Bike Distribution Program – coordinates with the Bradley Street Bicycle Co-Op and clients to provide bicycles, helmets and locks to clients who have requested bicycles and have been placed on the distribution spreadsheet.
- Coordinates Payments, training, distribution of bicycles to clients
- Coordinates with the BSBC to arrange for appropriate bicycles and accessories to be provided for program beneficiaries as well as the collection of client \$25 fees.
- Coordinates with interpreters and clients to schedule distribution sessions as needed.

Food Pantry Coordination

- Manages Food Pantry volunteers onboarding and scheduling
- Helps with weekly food pantry set up and distribution
- Helps manage the assembly line and is able to register and sign in patrons
- Helps coordinate food pantry volunteers
- Helps to ensure waste is disposed of properly

Requirements:

Candidates must have:

- Full vaccination against COVID-19 and comfortable coming into contact with other people
- At least 2 years of professional experience
- Valid driver's license and ability to drive a small 10 ft. box truck
- Ability to lift 50 pounds and lift 100 pounds with a partner
- Strong commitment to anti-racism and the mission of IRIS
- Ability to work collaboratively with many people
- Ability to set limits and quickly make tough decisions
- Ability to troubleshoot and overcome unexpected challenges
- Ease using Google Workspace and spreadsheets
- Excellent communication skills
- Fluency in written and spoken English

Ideal candidates must have:

- Knowledge of basic home maintenance
- Experience moving furniture
- Experience managing volunteers
- Experience in customer service
- Proficiency in spoken Spanish language

Supervises Interns, volunteers
Reports to Housing & Donations Manager

Hours & Benefits Part time position expected to average 20 hours/week, accrued vacation and sick time.

Compensation: \$21.60 / hour

To apply, send an email to Senior Director of Programs, at humanresources@irisct.org as soon as possible with the following:

- A subject line that says “Housing & Donations Coordinator”
- A cover letter
- An attached resume

Applications will be reviewed in the order they are received and until the position is filled.