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Job Announcement
Alternate Housing & Donations Coordinator

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 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 manage the 15 + weekly volunteers that help to sort donations.

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.

In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate's job performance.

**Specific
Duties****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 the client or UST.
- Assists in making key copies for clients and stores master copies for all apartments for which IRIS has co-signed leases

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.
- Uploads donations receipts to IRIS donor database
- Drives to homes (mainly in Greater New Haven) to collect furniture from donors.
- 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

Food Pantry Support

- Works with H&D staff to run the weekly IRIS Food Pantry and Free Market
- Helps direct and works alongside volunteers
- Assists offloading and processing weekly orders of 12,000 lbs of food from CT FoodShare
- Helps with food pantry set up and distribution as directed by Food Pantry Coordinator
- Helps manage the assembly line and is able to register and sign in patrons
- 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
- Familiarity with local rental market and essentials of apartment rental process and lease agreements
- Excellent communication and negotiation skills, ability to develop new partnerships even when potential partners are skeptical, ability to simply complicated messages to everyone can come to shared understanding
- Ability to do online research and network to identify new housing opportunities, ability to keep track of numerous housing units and landlord contacts
- Ability to work under stress and handle competing demands and priorities (landlords, clients, deadlines...) and find workable solutions
- Ability to travel around New Haven country to visit apartments
- Ease with basic computing and Google Workspace
- Strong commitment to 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 should have:

- Proficiency in spoken Spanish language
- Experience working with landlords and property management
- Knowledge of basic home maintenance
- Experience moving furniture
- Experience managing volunteers
- Experience in customer service

Supervises Interns, volunteers

Reports to Housing & Donations Manager and Food Pantry Coordinator

Hours Full time 40 hours/week, eligible for medical insurance incl dental and vision, long & short term disability insurance, life insurance, eligible for 403(b) retirement

Benefits savings after 1 year, accrues vacation and sick time.

Compensation: The salary range for this position is \$21.50- \$22.45 / hour

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

- A subject line that says “Alternate 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.