



Job Announcement

Community Sponsorship Coach (National Programs) – Full-time (remote or on-site)

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, 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

As an integral part of the Community Sponsorship Team, the CS Coach (CSC) works with community groups throughout the US in partnership with the Sponsor Circles Program, the Welcome Corps Program, the IRIS Co-Sponsorship Program, Church World Service, and other national or local partners. The CSC works primarily with the Associate Director of Welcome Corps, the Sponsor Circles Program Manager, and other Sponsor Circle Umbrella or Welcome Corps coaches to facilitate sponsorship groups in successfully welcoming refugee families. Success for the CSC will be achieved by proactively supporting ~25+ sponsorship groups across all programs, pursuing the most current information to support newcomers and sponsors in each state, collaborating with other members of the IRIS Sponsorship Team and providing extraordinary service for supporters of all

levels. This position interacts with partners and sponsor groups across the U.S.

Essential Duties and Responsibilities include:

Welcome Corps (WC) and Sponsor Circle Program (SCP) Group Oversight and Resettlement Coach

- Assists IRIS Welcome Corps and SCP Team as needed to recruit, vet and certify new Private Sponsor Groups (PSGs) and Sponsor Circles (SCs) in accordance with CSH processes and procedures.

- Builds and maintains relationships with assigned PSGs and SCs (up to 50), ensuring they understand their responsibilities and are able to stay on track with priorities.
- Serves as a partner to SCs in building their applications to CSH, including development of thorough Welcome Plans and fundraising plans.
- Researches state-to-state resources for PSGs and SCs, shares best practices and guidance on pre- and post-arrival responsibilities and issues with volunteer groups, serving as a point of contact for helping navigate housing, understanding boundaries, enrollments in public benefits, ESL, school, employment, health services, legal services and cultural orientation.
- Conducts weekly check-ins with PSG/SC contacts and holds weekly “drop-in” office hours
- Problem solve issues that arise with PSG/SC contacts as necessary, referring to IRIS Sponsorship Team members and other partners and resources as needed.
- Provides support for other PSG/SC activities as needed.

Communications Systems and Media/Community Education Support

- Coordinate with IRIS Sponsorship and CE team members to develop and reinforce communication tools, events, and resources for PSGs/SCs
- Facilitate PSGs/SCs and newcomers’ involvement in media opportunities, as appropriate, and/or community educational opportunities

Key Attributes

- Positive, solution-oriented personality and style
- “Systems thinking” approach to organizing data, processes, and people, including the ability to collect, organize, analyze and disseminate significant amounts of information with attention to details and accuracy.
- Exceptional people skills, as well as customer service orientation
- Ability to supervise teams and work as part of a team, as well as independently
- Thrives in grassroots, start-up style organizational culture
- Commitment to maintaining confidentiality and exceptionally high quality standards

- Dedication to serving the immigrant community and to being a part of an anti-racist organization

Professional Requirements

- COVID-19 vaccination required
- Proficiency in Microsoft Office
- Proficiency in Google Suite
- Proficiency in or ability to learn and use various software platforms
- Proficiency in social media platforms (e.g. Facebook, Twitter, Instagram)

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.

Education Requirements

- Bachelor's Degree or equivalent experience
- Minimum 5-7 years' professional experience

Compensation: \$50,000 - 55,000 full-time, salaried

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, send an email to humanresources@irisct.org with the following (please no phone calls): Subject line of "Community Sponsorship Coach - National Programs"

- A cover letter
- An attached resume

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