



Job Announcement

Welcome Corps Community Sponsor Coach– 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 nationally, with a main office in New Haven and a satellite office in 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, enriching their new communities.

General Description

As an integral part of the Community Sponsor Team, the CS Coach (CSC) works with community groups throughout the US in partnership with the Welcome Corps Program, the IRIS CoSponsorship Program, and other national and local partners. The CSC works primarily with the Associate Director of Welcome Corps, Director of Sponsorship, the IRIS Community Engagement & Sponsorship Teams, and other Welcome Corps Community Sponsor Coaches to facilitate sponsorship groups in successfully welcoming refugee families. Success for the CSC will be achieved by proactively supporting ~50 sponsorship groups, 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 Program (WC) Group Oversight and Resettlement Coach

- Assists IRIS in building the Welcome Corps model at IRIS for supporting qualified volunteers to welcome refugees to their communities, working in partnership with WC partners and IRIS Community Engagement & Sponsorship Teams

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

Communications Systems and Media/Community Education Support

- Coordinate with IRIS CS and CE team members to develop and reinforce communication tools, events, and resources for PSGs.
- Facilitate PSG 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)
- Experience working with refugees and migrants.
- Written and verbal fluency in English required.
- Fluency in a second language is a plus (please indicate on resume).

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.

To apply, send an email to humanresources@irisct.org with a (Subject line: "Welcome Corps Community Sponsor Coach")

- A cover letter
- An attached resume

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