

Job Announcement

Cultural Companions Program Coordinator -Full-time (up to 40hrs/wk, 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) co-manages* 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. *This is a second CCC position at IRIS. The new CCC will work closely with the current CCC to co-manage, develop, & grow the program.

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

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 timesheets 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: 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 (especially Google Sheets, Google forms, & google calendar), Zoom (scheduling & facilitating meetings) & Microsoft Word
- A reliable form of transportation (must be able to travel to various parts of New Haven & Hartford)
- 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

Supervises: CC Allies Team + possibly an intern

Reports to: IRIS Community Liaison or Associate Director of Outreach Programs

Compensation: Ranges from \$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, send an email to humanresources@irisct.org as soon as possible with the following:

- A subject line that says “Cultural Companions Program Coordinator —YOUR NAME”
- A cover letter
- An attached resume with three professional references

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