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Job Posting

Welcome Team Coordinator- Full-time

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.

Job Summary & General Responsibilities:

The Welcome Team Coordinator is an integral part of the Community Engagement Department, serving to recruit, train, place and manage volunteer Welcome Teams throughout Connecticut. This is a new program and so the Welcome Team Coordinator would initially be involved with all aspects relating to the development of the program, establishing procedures and policies. The Welcome Team Coordinator would then implement the program, developing outreach plans to recruit teams, and training them to work directly with individual newly arrived refugee families.

The function of Welcome Teams is to reduce the overall burden on IRIS Case Managers by organizing and managing existing and new volunteers into small teams of a minimum of five people to provide a wide range of services to newly arriving refugee families. In this capacity, the Welcome Team Coordinator serves as a liaison between IRIS Community Engagement Department and the Case Management Department and will serve both the New Haven and Hartford offices.

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.

Major Responsibilities:

Development of Program

In cooperation with Community Engagement and Case Departments, the Welcome Team Coordinator will establish formal policies and procedures to support the program. This would include a series of staff interviews to solicit input, the establishment of monitoring and

evaluation systems, the establishment of forms and guidelines, the development of monitoring and evaluations systems, the creation of training materials, the development of associated outreach materials (slide sets, fliers, etc.)

Recruitment of Welcome Team Members:

The Welcome Team Coordinator will work closely with the Volunteer and Intern Coordinator to advertise and recruit for Welcome Team Members. They will coordinate with other departments (eg, the communications team). as well as external sources (eg, colleges and universities) to maximize community awareness of opportunities to serve in this capacity. They will participate in community fairs, college and career fairs, and keep on line listings (eg, VolunteerMatch) accurate and current. They will undertake all of the background checks, reference checks and onboarding (eg, references).

Training of Welcome Team Members:

Welcome Team Coordinator will develop and provide to all Welcome Team Members a comprehensive training module to ensure that volunteers are provided with the skills and resources required to assist clients effectively, with the goal of instilling, gradually, full self-sufficiency.

Management of Welcome Teams:

Work with Case Management to establish clear criteria for matching location, language abilities, any high level medical needs, etc) and, with input from Case Management, match Welcome Teams, prior to arrival, to: assist with pre-arrival functions, such as helping to source housing; assist with apartment set up; help to prepare necessary pre-arrival paperwork and files; research and identify local options for school and/or English classes; help with purchase and delivery of groceries and; coordinate the provision of a culturally appropriate welcome meal. At arrival, they would: greet family at the airport and assist with transport (providing appropriate outer garments if necessary). Post arrival, coordinate with provision of assistance with Case Management to provide tasks such as extra assistance with paperwork and benefit applications, orientation to the local community, transportation to medical and other appointments and; general troubleshooting, as needed.

Work Experience:

- At least five years relevant professional experience in human services field
- Multicultural experience required
- Previous program coordination experience preferred.

Demonstrated Skills & Competencies:

- Fluency in written and spoken English required.
- Proficiency in Microsoft Office and Google Suite
- Excellent oral and written communication skills
- Ability to work effectively with a diverse range of people.
- Flexible and creative resourceful - and able to effectively troubleshoot

Education:

Bachelor's degree in social work or related field of study preferred, equivalent work experience may be substituted.

Personal Attributes:

- Positive, solution-oriented personality and style
- Strong people skills, as well as customer service
- Ability to supervise volunteer teams and work as part of a team, as well as independently
- Thrives in grassroots, start-up style organizational culture
- Commitment to maintaining confidentiality
- Dedication to serving the immigrant community
- Sense of humor essential

Reports to: Associate Director of Outreach Programs

Job Type: 40 hours per week, full-time hourly position

Salary: \$ 48,000 - \$ 50,000 per year, salaried, full-time

Benefits: Includes: vacation (3 weeks/year), personal days (3 days/year), holidays per IRIS schedule, sick leave. Health, vision, dental, life, and disability insurance; Eligible for 403b retirement plan after one year of service.

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

- A subject line that says "Welcome Team Coordinator-YOUR NAME"
- A cover letter
- An attached resume
- Three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled and no phone calls are accepted.

