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**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, and on-going resettlement efforts throughout the state and across the US. 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.

The Welcome Team Coordinator is a new role that will be an integral part of the Community Engagement Department, serving to recruit, train, place and manage volunteer Welcome Teams to assist resettlement efforts.

The function of Welcome Teams is to assist newly arrived clients in achieving self-sufficiency, be aware of newly arrived clients’ goals and help them achieve these goals as delegated by the resettlement team, and IRIS Case Managers by organizing and managing existing and new volunteers into small teams to provide a wide range of services to newly arriving refugee families. In this capacity, the Welcome Team Coordinator will serve as a liaison between IRIS Community Engagement Department and the IRIS Case Management Department.

This is, in part, a new program and so the Welcome Team Coordinator would initially be involved with all aspects relating to the development working with staff to understand the needs and opportunities; establishing procedures and policies; developing appropriate training and; in collaboration with IRIS monitoring and compliance team, developing appropriate monitoring and evaluations systems. 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 Welcome Team Coordinator will also incorporate and build on components of the training and systems already in place for that program.

**Major Responsibilities:**

Development of Program

In cooperation with Community Engagement and Resettlement 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.) and the establishment of clear communication mechanisms that are efficient and fit for purpose.

Recruitment of Welcome Team Members

The Welcome Team Coordinator will work closely with the Volunteer and Intern Manager 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 aspects of background checks, reference checks and coordinate onboarding (eg, references).

Training of Welcome Team Members

Welcome Team Coordinator will, in collaboration with the Resettlement Teams, 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 aim of self-sufficiency.

Management of Welcome Teams

Coordinate with Case Management to establish clear criteria for matching (location, language abilities, any high level medical needs, etc). Also 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 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. In collaboration with the Resettlement Teams, they will ensure that women and other historically and culturally marginalized groups are able to access services. Planned interventions will ensure that ALL clients, regardless of gender or sexual orientation are provided with equal opportunities. At arrival, they would greet family at the IRIS office (s) and assist with transport (providing appropriate outer garments if necessary). Post arrival, they will coordinate with the 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.

**Professional Requirements:**

Work Experience:

* At least five years of relevant professional experience in the human services field
* Multicultural experience required
* Previous program coordination experience preferred.
* Experience working in lower or middle-income countries is highly desired

**Demonstrated Skills & Competencies:**

* Fluency in written and spoken English required. Fluency in Dari, Pashto, Spanish, French, Swahili, or Arabic is strongly desired.
* 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 and resourceful - able to effectively troubleshoot
* Ability to pivot and shift priorities with little notice
* Organizational Skills: Ability to manage schedules, coordinate events, and keep track of various tasks and responsibilities.
* Problem-solving skills: Ability to handle unexpected situations and provide solutions promptly.

**Education:**

Bachelor’s degree in social work international development, human rights, 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

● Lived experience desired

**Benefits:** Health, vision, dental, life and disability insurance. vacation (3 weeks/year), personal days (3 days/year), holidays per IRIS schedule, sick leave. Eligible for 403b retirement plan after 1 year.

**Compensation:** This is a full-time salary (40 hours per week) and re position being contingent on funding. The salary range for this position is $51,500- $53,000 annually.

Reports to: Volunteer and Intern Manager

Supervises: Intern(s)

Diversity and inclusion are hardwired into IRIS's mission:  we are dedicated to welcoming peoples from all over the world who are fleeing persecution, war, and violence.  We are more effective at serving our clients needs when we are representative of the communities we live in and work with.  So we are an enthusiastic Equal Opportunity Employer.  We strongly encourage people from underrepresented groups to apply.  Please reach out if you need accommodations in applying.

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

• A subject line that says “Welcome Teams Coordinator”

• A cover letter

• A resume and two references

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