



Volunteer Coordinator

Global Friends Coalition

Grand Forks, ND 58201

Salaried

\$20,000/Year

20 Hours per week; Flexible schedule

OPEN UNTIL FILLED - URGENT NEED

About Global Friends Coalition

Founded in 2008, Global Friends Coalition is a nonprofit organization providing services to New Americans in the Greater Grand Forks community. Our mission is fostering successful New American integration and a more welcoming community. We provide direct service, in-home volunteers, in-school tutors, ESL and citizenship classes, refugee reception and placement services, immigration legal services, and community outreach presentations and events.

Full Job Description

Global Friends Coalition is currently seeking a part-time Volunteer Coordinator to join our team. This position will recruit, orient, place, and support volunteers in our Refugee Resettlement (in-home), as well as in our Family Mentors & Adult Education (in-home) and Resilient Youth (in-school) programs. In particular, the Volunteer Coordinator will work closely with the resettlement services staff to recruit, place, and manage volunteer teams of 4-6 people that will provide wrap-around services to individuals and families newly resettled as refugees through our affiliate partnership with Church World Service (CWS), a national refugee resettlement agency.

Essential Responsibilities & Duties

- **Volunteer Management**
 - Develop and maintain a thorough knowledge of the U.S. Refugee Resettlement Program
 - Recruit and provide orientation to volunteers, submit and record background checks, place volunteers within Global Friends programming opportunities, and provide ongoing support, supervision, and training to volunteers
 - Maintain ongoing communication with resettlement staff members to ensure volunteer placement with families, coordinate needs, and report outcomes.
 - Communicate with volunteers to track hours and address needs of clients and volunteers
 - Serve as liaison to organizations referring New Americans for mentoring/tutoring
 - Assist with the organizational purchase of materials for volunteers and their matches
 - Organize and implement activities for volunteers, such as our volunteer appreciation event
 - Participate in trainings and other educational opportunities through CWS and other providers
- **Compliance & Documentation**
 - Keep detailed records about clients and volunteers, including tracking hours and activities, and maintaining a volunteer database
 - Assist the resettlement staff in monitoring the delivery of core services to ensure compliance with all program standards and requirement
 - Ensure that all electronic and/or hard case files and databases are maintained and accessed in accordance with policies and guidelines

- Participate in relevant CWS calls and meetings
- **Team Participation**
 - Maintain ongoing communication with the Executive Director on the status of programs, clients, outcomes, and reports
 - Assist with planning and implementation of Global Friends Coalition activities and events
 - Assist with social media, newsletters, and other public-facing communications
 - Represent Global Friends Coalition in meetings and events with community partners
 - Participate in quarterly stakeholder consultation meetings
- **Other duties as assigned**

Qualifications

- **Required**
 - Good organizational and planning skills are essential.
 - Valid North Dakota driver's license, auto insurance, and reliable access to personal vehicle
 - Ability to work with people from other cultures and who speak other languages
 - The ability to understand, follow, and assist with documenting compliance with federal refugee resettlement requirements
 - Proficiency in basic computer skills (Microsoft Office, Zoom/MS Teams, email, and the ability to learn to navigate the required database platforms)
 - Fluency in written and spoken English
 - Ability to pass a criminal, driving, and child protection screening.
 - Proof of immunity to vaccine-preventable diseases, including COVID-19
 - Commitment to welcoming refugees and all other immigrants to Greater Grand Forks
 - Global Friends Coalition is an equal opportunity employer. We do not discriminate against any employee or applicant for employment on the basis of age, race, religion, color, ethnicity, disability, gender, sexual orientation, gender identity, or national origin.
- **Preferred**
 - Bachelor's degree or equivalent experience
 - Experience working with diverse populations and other cultures
 - Experience working with people who do not speak English as their first language
 - Bilingual in English and another language

Salary & Benefits

- \$20,000/year salary
- 20 hours per week, flexible schedule
- Paid Time Off (6 hours accrued per month; accrual begins from day 1, usable after 90 days)
- 11 paid federal holidays
- Reimbursement for mileage in personal vehicle (at federal mileage rate)
- Cell phone allowance of \$20/month

Work Environment / Schedule

- Our normal office hours are 9:00am - 5:00pm, Monday through Friday, but must be able to work a flexible schedule to meet volunteer and client needs - the new member will work with the Executive Director on developing a weekly schedule. Some evening and weekend work required.
- Comfort working in the homes of New Americans is required.
- Hybrid work environment, including working in an office setting, in the homes of newly resettled refugees, doing work in the community, and at times working remotely.
- Physical requirements may include carrying up to 25lbs, loading and unloading donated items, standing and carrying items.

Application Requirements:

- Cover Letter
- Resume with relevant experience and qualifications
- List of three (3) references with contact information

TO APPLY:

Please email application materials to Cynthia Shabb (Executive Director) at cshabb@gfcoalition.org