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Resettlement Volunteer and Housing Coordinator

Description

Under the direction of the Resettlement & Resource Navigation Senior Manager and Ongoing Services Manager, the Resettlement Volunteer and Housing Coordinator is responsible for engaging volunteers and community supporters within the Resettlement and Resource Navigation Department (R&RN). The Resettlement Volunteer and Housing Coordinator serves as the primary point of contact for new volunteers in the R&RN Department, providing training and support. The position will work closely with the direct service team to develop opportunities for meaningful volunteer and community engagement in support of resettlement, employment, and social service programs. The Resettlement Volunteer and Housing Coordinator is also responsible for developing housing options for refugee clients in the metro Atlanta area through outreach and collaboration with housing providers. The Resettlement Volunteer and Housing Coordinator will be available to work both remotely and in the NewAP office, following NewAP COVID policy.

Responsibilities

- Develops service opportunities in the R&RN Department in consultation with direct service team members, writes volunteer position descriptions, and communicates volunteer needs/opportunities with Volunteer and Community Engagement Department for recruitment
- Engages new volunteers and interns referred from Volunteer and Community Engagement Department after completing orientation and background checks
- Trains and supervises volunteers in their specific tasks, consistently communicates with volunteers and interns during their placement, and ensures that hours are recorded
- Promotes positive volunteer relationships such as through mentorship, encouraging reflection, soliciting volunteer feedback, and offering training for volunteers
- Liaises between volunteers and direct service staff to reinforce boundaries and appropriate engagement with clients when needed
- Develops department-specific materials such as handbooks/guides for effective onboarding and ongoing engagement, and to build overall capacity to effectively utilize volunteers
- Trains direct service staff on effective utilization of volunteers
- Coordinates with Volunteer and Community Engagement Department for group volunteer opportunities and other community engagement opportunities
- Conducts outreach to metro Atlanta housing providers to increase awareness of refugee communities and increase housing options for newly arriving refugee clients
- Serves as primary point of contact with Welcome Co-Op and area housing providers on lodging for new arrivals, coordinates logistics of housing for refugee clients
- Manages AirBnb Open Homes program for temporary lodging for new arrivals: secures reservations, communicates with AirBnb hosts during/after the stay, inspects the units, communicates house rules with clients, and

Industry

Resettlement & Resource
Navigation

Employment Type

Full-time

Working Hours

Monday – Friday, 9:00 AM to 5:00
PM Daily, Occasional Early Morning
and Evening Hours Required

shares information with direct service staff

- Files pre-approval forms, receipts, and expense reports internally with NewAP's Finance team and with Church World Service for financial tracking and reimbursement
- Liaises with community supporters offering donated/discounted housing, conducts home inspections, and collaborates with direct service staff for placement of appropriate clients
- Ensures documentation, tracking, and case notes are completed for all services
- Collaborates with direct service team and AmeriCorps members for service provision
- Follows NewAP COVID policy, stays up-to-date on changing requirements and protocols
- Assists in preparing monthly, quarterly and semi-annual reports
- Attends all required meetings and trainings
- Works occasional evenings and weekends as required
- Other duties as assigned

Qualifications

- A personal passion to assist refugees with their efforts to gain and maintain self-sufficiency
- Strong communication and interpersonal skills, ability to mediate in cross-cultural settings
- Ability to handle volume of detail involving confidential information and requiring execution of assignments without close supervision
- Flexibility and ability to problem solve
- Excellent skills in teamwork and organizational skills
- Ability to engage both clients and volunteers in a courteous, tactful, and respectful manner
- Prior experience working in refugee resettlement and/or volunteer engagement is preferred
- Ability to effectively work remotely and utilize technology platforms including Zoom, Microsoft Teams, and Salesforce
- Scheduling flexibility required as occasional evening/weekend volunteer events are needed
- Driver's license, good driving record, and access to reliable personal vehicle required. This position involves frequent use of agency and personal vehicles for field work

Job Benefits

This is a full-time, salaried position contingent on grant funding with an annual salary range of \$38,500 – \$44,500. Employer contributes to medical, dental and vision insurance. Employer pays life and disability insurance. Fourteen (14) paid holidays and a generous paid time off policy. Employee has the option to contribute to 401(k).