

Lutheran Social Services

Position Description



Division/Department: Refugee Services

Job Title: Community Outreach Coordinator

Reports to (Title): Resettlement Director

Job Code:

FLSA Status: Non-Exempt

Manager (with direct reports)?

Yes

No X

Location: Jacksonville

SUMMARY

The Community Outreach Coordinator supports LSS Refugee Services Programs in the recruitment of volunteers, donations, interns, and community partners. The Coordinator's efforts will aim to increase the effectiveness of programs and further the community integration of newly arrived refugees. Concentrated support will be given to the Match Grant Program.

The four (4) key areas of program support are:

1. **Volunteerism:** Volunteer oversight activities include recruiting through tabling, presentations and other means, coordinating volunteer applicants and orientations, matching volunteers to programs, collecting volunteer hour data, assisting department managers in the coordinating of volunteer schedules to fill gaps/department needs, conducting community outreach and volunteer recruitment practices, and working closely with the development department on special projects.
2. **Donations:** This position will seek to increase the in-kind and cash donations for the Reception & Placement and Match Grant Program. Donations will be used for apartment set up and other client needs.
3. **Partnership building:** Develop relationships with local businesses, schools, universities, civic clubs and faith-based organizations to increase in-kind donations, volunteers, workshop offerings, interns and other possibilities to further the mission of LSS.
4. **Client outreach:** Promote refugee services programs, such as Match Grant and Refugee Services Programming, to Cuban and Haitian entrants who many not be aware of available benefits.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Amplify refugee awareness in the local community
- Consult with program managers - analyze programs for gaps in staffing/efficiency and create enriching volunteer opportunities that might assist in boosting program efficiency and/or function r
- Recruit volunteers, college interns and AmeriCorps VISTA members through tabling events, community presentations, and other means
- Answer general questions about LSS services and programs to prospective volunteers; follow-up with prospective volunteers on program specific inquiries
- Thoroughly screen potential volunteers and interns; including coordinating the background clearance paperwork
- Create a streamlined onboarding process to orient volunteers and interns to LSS
- Match volunteers with opportunities depending on personal interest, availability, strengths, and screening level
- Ensure all volunteers and interns abide by LSS policies and procedures
- Maintain volunteer files and track volunteer hours for grant reporting
- Develop a volunteer recognition program in conjunction with the Development department
- Coordinate large volunteer group activities
- Supervise interns and volunteers; field questions or concerns during their time at LSS
- Establish partnerships with local organizations and companies to recruit for volunteers, volunteer led workshops, and in-kind donations

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- Engage and rebuild LSS’s in-kind donor base
- Records all in-kind donations
- Maintain accurate record of all outreach activities, partner organizations, and contacts
- Search and write grant applications for Match Grant in-kind or cash donation match
- Ensure that all Match Grant in-kind and cash donations are logged in the client’s account
- In absence of the Housing Coordinator, lead volunteer groups in completing a housing set up
- Supports the Development team with large events
- Other related duties as assigned

WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

Required:

- Must be organized and detail-oriented
- Must be proactive, efficient and maintain a high level of professionalism and discretion
- Must have a teamwork mentality and a willingness to complete tasks that assist other team members
- Ability to uphold all requirements regarding client confidentiality
- Ability to communicate effectively with staff and clients
- Proficiency in Excel, Word, PowerPoint, and/or Microsoft Access
- Language Skills - Ability to read and comprehend simple instructions, correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-to-one and small group situations to clients and employees. Ability to read and interpret documents such as policy and procedure manuals.
- Mathematical Skills - Ability to add, subtract, multiply, divide, and use common fractions/percentages.
- Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.

Preferred:

- Minimum of one (1) year of related experience or training
- Bilingual (Spanish, Arabic, Dari, Farsi, or Swahili language skills)

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- High School diploma or GED required
- Experience working with multicultural groups and/or volunteer programs
- Valid Driver’s License and a safe driving record

REQUIRED JOB COMPETENCIES (Behaviors for Effective Job Performance)

- Customer Focus
- Effort & Initiative
- Innovation
- Presentation Skills

WORK ENVIRONMENT/PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input type="checkbox"/> climbing <input type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input type="checkbox"/> 11-25 lbs. <input checked="" type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input type="checkbox"/> pushing <input type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics:

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Signature: _____ Date: _____

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