

# Lutheran Social Services

## Position Description



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Division/Department: Refugee Services Program/Administration

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Job Title: Community Sponsorship Coordinator – Circle of Welcome

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Reports to (Title): Director of Resettlement

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Job Code:

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FLSA Status: Non-Exempt

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Manager (with direct reports)?

Yes

No X

Location: Jacksonville

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### SUMMARY

The Community Sponsorship Coordinator (CSC) is a grant-funded position that will spearhead the start of the Community Sponsorship Program at LSS, with support from our national partner - Lutheran Immigration and Refugee Services (LIRS). The geographical area served will be the city of Jacksonville, Duval County, and the surrounding counties.

Co-sponsorship is a special partnership between a local resettlement agency, a community group, and a refugee family. Co-sponsors bring an essential level of commitment, continuity, and care for the refugees they serve and significantly multiply and extend the services refugees receive. Co-sponsors sign a written agreement with a local resettlement agency and commit to providing a majority or all the Reception and Placement core services (8 or more) in partnership with the local resettlement agency. The Community Sponsorship Coordinator will recruit, train, oversee, and support co-sponsor groups during the groups service period.

This is a grant funded position of 12 months with possibility of extension dependent on grant funding. This position requires knowledge of the programs and services of the organization, as well as its mission and values.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Attend a virtual weeklong onboarding and training program hosted by Lutheran Immigration and Refugee Service on how to start a co-sponsorship program.
- Craft a co-sponsorship program that works for the local resettlement offices' needs while also having the following:
  - A time commitment of at least 6 months
  - A financial requirement
  - At least 50% of community sponsors provide at least 8 R&P Core Services
  - Program will be designed in a client-centered manner.
- Build relationships with civic, academic, corporate, religious and other groups in order to find and onboard sponsorship teams - commit to working with and doing outreach to a diverse range of community groups.
- Develop a multi-faceted outreach strategy to recruit co-sponsors.
- Source and locate presentation opportunities, utilizing social media and other volunteer websites as well as focusing on engaging existing relationships.
- Give at least 10 community outreach presentations to various community organizations in the first month of the program, and then 5 monthly for the remaining grant period
- Identifies and vets at least 5 co-sponsor groups in the first two months of the program.
- Conducts at least one training session a month for new co-sponsor groups.
- Attend monthly check in calls with Lutheran Immigration and Refugee Service
- Outreach – the CSC will have access to all social media platforms and plan marketing strategies for outreach.
- Collaborate with the Communications team to craft messaging/share CSC opportunities through the LSS

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website, social media channels, e-newsletters, annual report (both printed and online), blog posts, community presentations, and by inviting stakeholders to LSS.

- Coordinate Meetings at LSS - will include focused refugee open house discussions, annual pastors' breakfast, and other partner forums.
- Capture storytelling opportunities – to include highlighting the successes of the resettling refugees and how the CSC supported them through successes.
- Reporting and feedback surveys
- Provide information regarding general questions about LSS services and programs; provides referrals using appropriate judgment.
- Recruit, screen, interview, train sponsors and volunteers
- Pending refugee arrivals, match co-sponsors with refugee families within one month of completing training.
- Maintain files and track hours for grant reporting
- Work collaboratively with case managers to discuss any updates or issues; ensure clients are being properly served by the co-sponsor partner groups
- Provide ongoing technical assistance and support to active co-sponsors that will be recorded in a tracking sheet.
- Collect feedback from co-sponsor groups and participating refugee families.
- Ensure at least 10 co-sponsor groups complete the program by the end of the grant.
- Be knowledgeable about in-house programs and the eligibility requirements
- Establish partnerships with local organizations and companies for workshops, donation needs, and knowledge of their community programs
- Maintaining accurate record of all outreach activities, partner organizations, and contacts
- Assist with co-sponsor recognition in conjunction with the Development department
- Other related duties as assigned

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

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Required:

- Strong public speaking, networking skills, marketing, and relationship management experience required.
- Cross-cultural experience and cultural competency related to issues of diversity.
- Leadership experience

Experience working with multicultural groups and/or volunteer programs

- 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
- 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 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 (2) years of related experience or training
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### EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- Required:
- Bachelor’s Degree in Social Services, Communications field required
  - Valid Driver’s License and a safe driving record

### REQUIRED JOB COMPETENCIES (Behaviors for Effective Job Performance)

- Adaptability
- Attendance
- Coordination/Collaboration/Multitasking
- Customer Focus
- Flexibility
- Listening/ Oral communication

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 checked="" type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input type="checkbox"/> writing <input checked="" type="checkbox"/> crawling <input checked="" type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input checked="" type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input checked="" type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> Over 75 <input checked="" type="checkbox"/> pushing <input checked="" type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input checked="" type="checkbox"/> cold <input checked="" type="checkbox"/> heat <input checked="" type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input checked="" type="checkbox"/> vibration <input type="checkbox"/> fumes <input checked="" 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 checked="" type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input checked="" 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: driving clients in personal vehicle may be required

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 Print Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Lutheran Social Services is an Equal Opportunity Employer