



community partnership

**The Refugee Community Partnership** is looking for a Volunteer Coordinator to serve within its Bridge Builders Program. In Bridge Builders, RCP families work with their personal advocates to address critical needs--like finding employment or connecting to medical services--and work toward long term goals, like obtaining a GED or going to college. Bridge Builders mobilizes a community's residents, resources, and opportunities into a protective ecosystem that activates and sustains social mobility and forges powerful relationships of solidarity among neighbors. Bridge Builders works with 400+ RCP members- hailing from Burma, Syria, El Salvador, and the Congo- representing 10+ ethnicities and native languages.

### **About the Volunteer Coordinator Position:**

This position leads communications, trainings, and support activities for 200+ Bridge Builder Volunteers, and uses creative problem solving to assist RCP members in overcoming obstacles and to achieve goals. In partnership with the Program Manager, the Volunteer Coordinator is a key leader in program activities and impact.

### **VOLUNTEER MANAGEMENT**

- Plan and execute volunteer recruitment efforts in collaboration with the program's leadership team
- Receive and manage direct communications with the program's 200+ volunteers
- Contribute to the facilitation of volunteer trainings
- Build and maintain relationships with families, volunteers, and interpreters
- Assist with the volunteer onboarding process, including schedule coordination, facilitating introductions between new volunteers and RCP members, and assisting members with goal setting
- Assist with New Member orientation sessions
- Receive requests for interpreter accompaniment and coordinate scheduling with interpreters, volunteers, and families
- Lead, facilitate, and supervise the program's two leadership teams--the Bridge Builders Team and the Employment Team--to advance the operational excellence of the program
- Coordinate RCP's Women's Group, including managing correspondence with participants, facilitators, and volunteers

### **PROGRAM EVALUATION**

- In partnership with the Program Manager, refine evaluation metrics and data collection tools
- Conduct Family Check-Ins and volunteer surveys, and coordinate the interpreters needed for them



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- Review Case Notes within RCP's Salesforce system and assemble reports for staff meetings
- Prepare evaluation report-outs for staff and RCP's Board of Directors

### **TRAININGS**

- Attend all required AmeriCorps and NC LiteracyCorps training and meetings conducted by SCALE and the North Carolina Commission on Volunteerism and Community Service
- Attend community trainings and learning opportunities on racial equity, structural power and oppression, and social justice

### **RCP TEAM MEMBER**

- Spend up to 10 hours/week working one-on-one with RCP members to help them achieve goals
- Collaborate with staff team attending staff meetings and supporting operations, strategic visioning, and community-building
- Contribute to leading the organization towards racial equity, trauma-informed care, & social justice frameworks
- Iterate on and design programs to improve outcomes, impact and methodologies
- Support growing collaborations with partner organizations in Orange County
- Embody RCP's values and guiding principles and participate meaningfully in meetings with local decision-makers and policy influencers

### **Relevant Skills & Qualifications:**

- Welcoming, outgoing, and approachable personality
- Clear analysis of structural racism and socioeconomic inequity, and eagerness to learn and grow
- Experience working with people from diverse racial, ethnic, socioeconomic and religious backgrounds
- Excellent listening skills and exceptional communication skills, with an ability to comprehend and respond empathetically to the concerns of others
- Confidence and comfort facilitating group conversations and meetings
- Ability to work irregular hours including some nights and weekends
- Ability to make and follow through on a work plan, utilizing sharp problem-solving skills, and strong organizational capabilities
- Facility with technology, including willingness to learn new technologies
- Creative, comfortable taking initiative, and works well independently
- Emotionally intelligent, self aware, and able to receive and provide constructive criticism
- Bilingual in English and Burmese, Karen, Kinyarwanda, Swahili, French, Arabic, or Spanish preferred, but not required



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- Reliable transportation

**Benefits:**

- Full-time NC Literacy Corps Members will receive a living allowance of up to \$13,992 for service (40 hours/week for 10 months)
- Plus a \$400/month housing stipend
- Basic health insurance through AmeriCorps
- Education award of **\$6,095** upon satisfactory completion of the position
- Eligible for childcare subsidy
- Working in a fun, flexible, and person-centered startup environment where a growth mindset and an appetite for personal development is supported