



Kentucky Refugee Ministries, Louisville
Volunteer and Community Engagement VISTA (full-time)

Summary

The Volunteer and Community Engagement VISTA is a full-time opportunity through the Corporation for National Community Service's AmeriCorps VISTA program. Kentucky Refugee Ministries (KRM) serves as the site placement for this stipended, one-year service opportunity.

The goal of this VISTA position is to build KRM's ability to ensure refugee newcomers in the Louisville Metro Area receive the services and support they need by sustaining and growing 1) volunteer engagement and retention and 2) community engagement through volunteer management at events. The programs and services offered to refugees and immigrants empower them to work towards self-sufficiency. The VISTA's role in volunteer management ensures that volunteers can engage with KRM's various programs areas (e.g., initial resettlement, long-term integration support, and immigration legal services). As a result of volunteer support, the VISTA will directly build and sustain the agency's capacity to alleviate poverty and empower the refugee and immigrant population in the Louisville Metro Area.

This VISTA member will collaborate with other community engagement and development team members at KRM, including another AmeriCorps VISTA member.

This is a full-time, year-long service term. The position's start date—as early as September 4, 2020—is contingent on the applicant's successful AmeriCorps VISTA application.

Essential Duties and Tasks

- Assess the needs of the agency and how volunteers can best be utilized
- Hold a monthly orientation (virtual or in-person) for new volunteers
- Track volunteer hours monthly
- Follow up with volunteers in a timely manner
- Communicate with volunteers through emails, phone and personal contact
- Coordinate the Volunteer Advisory Council with the Community Engagement and Development Specialist
- Facilitate volunteer appreciation and training
- Collaborate with community supporters and staff to set up outreach events
- Work collaboratively with staff at KRM on outreach and volunteer programs

Duties and Tasks, Detailed:

Volunteer Management

1. Respond to emails, phone calls, and in-person volunteer requests in a timely manner
2. Maintain volunteer service descriptions for each volunteer assignment
3. Respond to volunteer questions and concerns
4. Coordinate volunteers for special events and provide clear instructions for their roles
5. Organize and participate in volunteer recognition programs and special events
6. Author bi-weekly email newsletter, "Volunteer Minute"
7. Evaluate volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
8. Perform as co-organizer for the Volunteer Advisory Council

Community Engagement

1. Present to student groups, companies, and community organizations about the agency's clients and services
2. Identify community outreach opportunities such as fairs, festivals, local markets and organizations
3. Collaborate with staff to supply volunteers for various KRM events
4. Author written communications such as letters or instructions as appropriate
5. Organizing and coordinating community events and fundraisers throughout the year as part of a team. (e.g. , Global Gourmet, KRM Live, KRM Thanksgiving, World Refugee Day, and arts and culture activities)

Data Collection and Analysis

1. Collect and maintain accurate records of volunteer hours and active programs
2. Collect feedback from volunteers and staff regarding their experience
3. Enter data into volunteer database
4. Generate reports as needed for various grants
5. Create lists of volunteers by category (hours served, program, zip code, etc.) as needed
6. Remain current in general office technology and train volunteers to use office and specialized equipment when appropriate

Service Learning Group Coordination

1. Coordinate schedules for service learning groups visiting KRM that fit the needs of the group as well as the agency
2. Provide on-site training for service-learning volunteers
3. Inform and collaborate with staff on group service schedules

Requirements

- Bachelor's degree.
- Organized, personable, collegial, and professional.
- Strong computer skills, including experience in MS Office (Word and Excel) and the ability to learn and utilize databases.
- Strong outreach skills; ability and/or openness to connect with diverse types of people and organizations: schools, businesses, faith organizations, etc.

Specialized Skills

- Team-oriented; ability to work in coordination and close collaboration with program and agency staff.
- Ability to work with people of diverse nationalities and cultures.
- Detail-oriented and strong record-keeping skills.
- Self-motivated; ability to work independently, manage own schedule, and to take initiative.
- Demonstrated capability to effectively communicate orally and in writing.

Agency Profile

Founded in 1990 as a nonprofit agency, Kentucky Refugee Ministries is a local affiliate of Church World Service, one of nine national voluntary agencies authorized to provide resettlement services to individuals legally admitted to the United States through the U.S. State Department's Refugee Admissions Program. KRM is also authorized to assist Cubans immigrants who are paroled into the U.S. KRM's Louisville office currently receives around 400 refugee and Cuban arrivals a year. KRM's immigration legal services office assists clients of all immigration status, including any legal permanent resident seeking naturalization legal services. Kentucky Refugee Ministries secures housing and medical care for refugees and provides them with comprehensive case management including employment services, educational and cultural orientation programming, and specialized programs for refugee youth and elders. There is no religious messaging associated with KRM's services.

Compensation and Benefits

This position is funded by and paid by the AmeriCorps VISTA program. Benefits are provided through AmeriCorps and include medical insurance, a monthly stipend and End of Service Stipend/Educational award are available through AmeriCorps. KRM may also provide a housing allowance for applicants.

To Apply

Applicants need to complete a two-part application process:

1. Apply to KRM by emailing a resume and cover letter to Christine Gosney, Communications and Development Manager, at cgosney@kyrm.org.
2. Complete an application via the online portal for the Corporation for National and Community Service. Follow the process to create a profile on My AmeriCorps by clicking 'Apply to Serve' toward the bottom of this page: <https://my.americorps.gov/>.
 - a. Please note: this listing is not yet posted on the AmeriCorps portal. Once it is, you will receive the link from KRM.
 - b. Your online application will not be considered complete and eligible for review until it includes two submitted online references.

Those who have previously applied for a position at KRM are eligible to reapply.

Date Posted: Tuesday, May 12, 2020. Applications will be accepted until position is filled.