



KRM Lexington Volunteer Coordinator (full-time)

Agency Profile

KRM Lexington is a non-profit refugee and immigrant services agency, assisting newcomers who are in the process of making Lexington their new home. Founded in 1990 as a nonprofit agency, KRM is a local affiliate the national network of agencies authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. The KRM Lexington sub-office opened in 1998 and currently receives refugee arrivals from Afghanistan, Burundi, DR Congo, Iraq, and Ukraine. With clients and staff of a variety of backgrounds, KRM proudly serves all clients regardless of race, religion, ethnicity, national origin, gender, gender identity, or sexual orientation. We welcome job applicants from all backgrounds.

Volunteer Coordinator's Role

The Volunteer Coordinator will ensure that all KRM Lexington programs are well-supported by a trained, vetted, passionate, and high quality corps of volunteers and interns. This includes recruitment, orientation, assignment and oversight of volunteers; coordinating with program staff to understand their volunteer needs; creating and updating volunteer/intern job descriptions; matching volunteers to fulfilling roles; troubleshooting when issues arise; documenting and reporting on volunteer hours for various agency reports; working to ensure that volunteers have a gratifying and rewarding experience with KRM; and ensuring that KRM maintains volunteer engagement by responding to volunteer feedback and by demonstrating KRM's appreciation to volunteers for their efforts.

The Volunteer Coordinator will be one of KRM Lexington's public speakers, available (after training) to speak to community groups, students, faith-based groups, elected officials, the media, and the general public about KRM-relevant issues, services, programs, and needs. This person must be an effective public speaker, with strong interpersonal and listening skills as well as speaking skills. To successfully represent KRM to the public, the Volunteer Coordinator will have a strong grasp of (or be able to learn) the facts and details about refugee resettlement and KRM programs that are commonly asked by members of the public, including quantitative/data-based details as well as more qualitative

information about KRM's programming and how volunteers meaningfully contribute.

This position will work on a small team of staff dedicated to KRM's engagement with the public, partners, and other external parties, including funders/donors. The Volunteer Coordinator is supervised by the KRM Lexington Director, and will work with staff across all programs to highlight and support their programs.

Essential Duties

In addition to their essential duties, all KRM Lexington staff are expected to participate in office life and office-wide efforts and initiatives from time to time, including working on special committees, pitching in to assist other staff during busy times or vacations, etc.

Volunteer and Intern Management

- Identify individuals and groups who may be interested in volunteering or interning, and follow up to get new volunteers/interns signed up and working.
- Coordinate all volunteer/intern applications, ensuring that materials, background checks, driver's licenses (if necessary), etc are all received and filed.
- Conduct live (in person or through video) orientation for every new volunteer/intern (in groups or one-on-one) to ensure that the volunteer understands and agrees to all KRM volunteer policies and procedures.
- Assign/match volunteers/interns with needed tasks or roles in the agency.
- Manage KRM Lexington's volunteer hours tracking system, actively ensuring that all donated hours and mileage is accurately and thoroughly tracked and documented.
- Maintain volunteer/intern records/database to ensure up to date information for all active volunteers.
- Help promote smooth communication and mutual understanding among volunteers/interns, staff, and clients as necessary.
- Seek and execute methods to endure continued volunteer engagement, by helping to ensure that volunteers feel satisfied with the quality of their assignments, and that they feel thanked and appreciated.
- Work with colleges, universities, and other educational institutions to maintain or develop internship programs. Liaise with faculty or staff as needed to develop and oversee these relationships and pipelines.
- Assist KRM former clients who wish to volunteer at KRM, and current or former clients who wish to volunteer or intern at outside partner agencies in the community.

Public Information and Advocacy

- Speak with a variety of groups to inform and promote understanding of (and participation in) KRM programs. May include faith-based groups, college classes, clubs, community, groups, schools, etc. This responsibility is shared among several of the staff, and may be conducted in virtual formats as needed.
- “Table” at fairs or events highlighting non-profits in the community; engage with participants who want to learn more about KRM and refugee resettlement, answer questions, assist people to sign up for volunteer opportunities, newsletter sign-ups, or other follow-up. This responsibility is shared among several of the staff.
- With other staff and designers, help develop content and materials for volunteer recruitment and related agency needs, including flyers, handouts, videos, web and social media content, posters, presentations, advocacy packets, reports, articles, etc.
- Help plan and organize fundraisers, community appreciation events, “lunch and learn” sessions, workshops, and other events to recruit, engage, and thank volunteers, interns, donors, and other community partners.

Abilities and Skills Needed

- Strong interpersonal skills, comfort in speaking with people, and the ability to troubleshoot or manage conflict or disputes if poor volunteer work performance, volunteer complaints, or other issues arise.
- Responsiveness and teamwork skills, including ensuring strong communication with colleagues, community members, inquiries, active volunteers, etc.
- Public speaking skills and effective communication style for speaking with groups and audiences.
- Computer skills including ability to learn new software and databases; the person in this position will use Excel, Track it Forward, Bloomerang, and Canva, among other applications.
- Ability to keep organized, well-documented, clear records on file and easily available for reporting upon request, including accurate numbers of volunteers, donated hours, clients served, etc. New tracking systems may need to be developed, in consultation with other staff or the Director.
- Experience working with people of diverse nationalities, religions, languages, experiences and cultures
- Outstanding English writing skills
- Commitment to diversity and social justice

Additional Job Information

This job is full-time and offers medical/dental/vision/life insurance, paid vacation/holidays/sick and personal days. Position is based in Lexington, KY with occasional travel to nearby areas. Duties will be conducted primarily during normal business hours, but some evenings or weekends will be required for speaking engagements and special events, and workweek time can be flexed when after-hours events happen. Currently, due to COVID-19 protocols, some work from home days are authorized, but office presence is required for at least part of each week. KRM Lexington has a staff vaccine requirement for COVID-19.

To Apply

Send a cover letter and resume to KRM Lexington Director Mary Cobb at mcobb@krmllex.org with “Volunteer Coordinator” in the subject line. Applications will be reviewed on a rolling basis until the position is filled.