



Kentucky Refugee Ministries, Louisville
Volunteer and Cosponsorship Specialist (full-time)

Summary

The Volunteer and Cosponsorship Specialist role serves to promote volunteer engagement and retention, support KRM's community engagement efforts and enhance the agency's cosponsorship development program. This role involves recruiting, onboarding, and coordinating volunteers and cosponsors; tracking, documenting and reporting volunteer and cosponsorship hours; and ongoing support of agency community engagement events. This position works in collaboration with KRM's community engagement and development staff members, including the Community Engagement and Development Specialist, Communications and Development Manager, and the Cosponsorship Developer.

This volunteer management position ensures that community members can engage with KRM's various program areas (e.g., initial resettlement, cosponsorship, and long-term integration support). As a result of volunteer support, they will build and sustain the agency's capacity to empower the refugee and immigrant population in the Louisville Metro Area. This role will also support cosponsorship development through relationship building, outreach events, and administrative support. KRM's growing cosponsorship program involves the recruitment of organized groups of volunteers from the community who support one refugee or immigrant family through a formalized welcoming program that lasts approximately three months. They may be groups from a specific faith community, family, local organization or business.

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. KRM also has offices in Lexington and Covington, Kentucky.

In addition to refugees, KRM serves Afghan, Ukrainian and Cuban parolees, and individuals from various countries who have been approved for, or are applying for, asylum.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth and elders and the arts. KRM also offers citizenship classes for immigrants preparing to apply for U.S. citizenship. KRM's immigration legal services offices include six full-time immigration attorneys, who provide services to immigrants of all statuses. KRM also provides services to immigrant victims of crime.

KRM staff do not engage in any religious messaging in connection to delivery of client services.

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
- Process volunteer applications and paperwork, including background check information and COVID-19 vaccination records
- Author bi-weekly email newsletter, “KRM Volunteer Minute”
- Communicate with KRM staff to access department needs and service area placement for volunteers
- Collect and maintain accurate records of volunteer, intern and cosponsor hours
- Generate reports as needed for various grants and national voluntary agency (CWS)
- Maintain and update volunteer and cosponsor databases and service descriptions for each volunteer assignment
- Follow up with volunteers in a timely manner, communicating with them through emails, phone and personal contact, and responding to their questions and concerns
- Maintain Bloomerang volunteer management system with new contact information
- Organize and coordinate schedules for service learning groups visiting KRM
- Recruit volunteers and help coordinate monthly Food Pantries in conjunction with the KRM Donations Team
- Coordinate the Volunteer Advisory Council in conjunction with the Community Engagement and Development Specialist
- Facilitate volunteer appreciation programs
- Evaluate volunteer programs for effectiveness and recommend/implement changes as appropriate
- Collaborate with staff to identify and facilitate outreach events / volunteer programs
- Present to student groups, companies, and community organizations about the agency’s clients and services and table at community events
- Recruit, coordinate and manage volunteers for special events (e.g. WorldFest, Global Gourmet, World Refugee Day, Thanksgiving, holiday mailings, etc.)
- Assist with co-sponsorship groups’ management and volunteer orientations
- Process new cosponsorship paperwork and maintain accurate case notes of cosponsorship involvement with clients
- Engage with Cosponsorship Developer in ongoing community outreach and recruitment of new cosponsorship groups

Job Requirements

- Bachelor’s degree required
- Organized, personable, collegial, and professional

- Strong computer skills, including experience in MS Office (Word and Excel) and the ability to learn and utilize databases
- Ability to work occasional evenings and weekends. On some occasions, emergency response or communications may be required outside of normal business hours
- Experience in social services and/or cross-cultural setting preferred
- Ability to drive and transport clients or volunteers by car as needed

Specialized Skills

- Team-oriented; ability to work in 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 take initiative
- Strong outreach skills; ability to connect with diverse types of people and organizations
- Demonstrated capability to effectively communicate orally and in writing
- Patience and strong commitment to volunteer, cosponsor and client care, while at the same time adhering to agency mission of promoting client self-sufficiency
- Personal resiliency to endure stressful situations relating to volunteer management

Work Arrangements and Location

- KRM staff are currently required to work at least two-days a week, or 40% of scheduled hours, in-person, either in the office or the field. Remaining hours can be worked remotely. Immediate time-sensitive service requirements may require more than 40% in-office or in-person work. With further decreases in COVID-19 infection rates, more in-office and in-person services may be required on a regular basis.
- All KRM staff must provide proof of vaccination against COVID-19

Compensation and Benefits

- Non-exempt position, 40 hours per week
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days; employee assistance program (EAP)

To Apply

Interested applicants should reply with a résumé and cover letter by Friday, February 3, 2023, to—

Adrienne Eisenmenger
 Family & Youth Services Manager/ Program Leader
 Kentucky Refugee Ministries
 969-B Cherokee Road
 Louisville, KY 40204
 Email: aeisenmenger@kyrm.org

Those who have previously applied for a position at KRM are eligible to reapply. Only applicants selected for an interview will be contacted.