

Lutheran Family Services Job Description

Job Title: Program Coordinator (Circle of Welcome)
Supervisor (title): Refugee Resettlement and Immigrant Services Director
Department: Refugee Resettlement and Immigrant Services
Approved by: Syhesia Sharpe  **Date:** 1/24/2018

Position Purpose/Summary:

The Circle of Welcome (CoW) Coordinator is responsible for the overall coordination and implementation of the Circle of Welcome program. The Coordinator interacts primarily with the refugee program staff, the office outreach team, and the teams participating in the program. The coordinator will ensure the required data is collected in the right function, recruit, train, and supervise Circle of Welcome Teams, and moderate communication between teams and resettlement staff regarding the well-being of the refugees in the program.

Essential Functions: *(The tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first.)*

1. Oversee the hiring, training, support and supervision of Circle of Welcome team members. Ensure that all staff are properly trained and given ongoing training opportunities including having a written staff training plan. Promote teamwork, coordinate the workload of staff, delegate responsibilities and maintain positive staff morale.
2. Implement the Circle of Welcome program according to the program structure by using CoW materials for recruitment, training and management of teams.
3. Maintain, enhance and develop positive relationships with faith and community groups involved in the Circle of Welcome program to sustain the program.
4. Work with supervisor to achieve the priority mandates for the position.
5. Will serve as the primary point of contact for Circle of Welcome faith and community groups.
6. Assures accurate and timely completion and submission of all required documentation.
7. Evaluates the program for purposes of continual improvement based on data driven analysis and decision making.
8. Regularly communicates with LIRS Circle of Welcome staff on the progress of the program.

9. Perform other duties as requested.

Supervisory Responsibilities, if any:

Circle of Welcome volunteers and team members as assigned

Qualifications (Minimum Job Requirements): *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: BA / BS in related field.

Experience: 2-3 years of experience in a field with similar or overlapping skill set as program development, donor services, recruitment or volunteer management. Familiarity with the refugee resettlement process and experience of newcomers is preferred. Experience in non-profit organization is also preferred.

Specific skills/abilities: Awareness and sensitivity to the service population's cultural and socio-economic characteristics is required. Exceptional presentational and training skills. Excellent public relations skills and interpersonal communication skills are necessary, as is ability to work cooperatively with a wide range of organizations. Must possess relationship management and conflict resolutions skills. Strong management skills with the ability to influence direct and indirect reports are also required. Self-reliant, analytical, and a good problem solver.

Specialized knowledge, licenses, etc: High level of computer literacy is required, with proficiency in MS Office (Word, Excel, Power Point) as well as Internet and e-mail applications. Valid NC or SC driver's license.

Preferences (Optional): *(Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual).*

N/A

Working Conditions/Physical Requirements: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Usual office conditions apply.
2. Public speaking in communities, churches, etc.
3. Ability to bend, stoop (to floor), reach overhead.
4. Driving of clients' in personal vehicle may be required.
5. Ambulatory throughout all locations.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.