



Job Description

Position Title: Volunteer Coordinator

Reporting Relationship: Executive Director

Coordinating Relationships: Leaders of departments utilizing volunteers

Status: Full-time

Arrive Ministries is a Christian non-profit organization whose mission is to partner with local churches to holistically assist refugees and immigrants in the name of Christ. This position seeks someone who is committed to working within a team atmosphere to connect volunteers to relational ministry opportunities with refugees and immigrants.

Primary Purpose of this Position: In collaboration with leadership:

- Develop and implement best practices for volunteer recruitment, retention and appreciation.
- Engage, train, and support volunteers who contribute their time and expertise to the various programs of Arrive Ministries (R&P, RLM, SALT, RES and ILS).
- Help support church partnerships with Arrive Ministries; to help engage volunteers and church teams in refugee ministry; and, to support staff in the development of refugee programs within local church contexts (RLM, Church Refugee Gardens, SALT, etc).
- Recruit and coordinate Transportation, Donation Room, Interpreter and other volunteers as needed.
- Manage the organization's Donation Room through receiving Gift-In-kind, writing thank-you's and maintaining overall organization.

Duties and Responsibilities:

1. Provide primary oversight to the volunteer program.
2. Work with departmental staff to: identify volunteer needs, establish goals for volunteer activities within each department, and attend departmental meetings as necessary.
3. Develop a pool of volunteers able to fulfill new, ongoing and urgent needs as identified by each department.
4. Work with departmental staff to match specific volunteers with volunteer opportunities and connect them to departmental trainings.
5. Prepare, conduct and continually enrich basic refugee orientation and cultural training sessions (for groups or individuals) on a regular basis to help volunteers:
 - a. understand our organization, programs and ethos
 - b. be aware of volunteer opportunities
 - c. be aware of the needs and cultural backgrounds of those we serve
6. Recruit, screen, and process volunteer applications and complete background checks. Maintain electronic posting for open volunteer positions.
7. Maintain accurate records of volunteer contact, interest, activity, and needs though:
 - a. Producing reports on volunteer data for each department
 - b. Managing, updating, and utilizing volunteer database (Volgistics)

8. Act as the liaison with volunteers, checking-in with them regularly for support and to address questions/concerns.
9. Assist in the coordination of events for groups interested in learning more about refugees, Arrive Ministries and volunteer opportunities.
10. Organize recognition, appreciation and ongoing training for volunteers, including informing volunteers of other trainings through SALT, RLM and within the larger community
11. Assist with the research, development, production and distribution of cultural and practical volunteer service and training resources.
12. Attend quarterly meetings with the volunteer coordinators of the other resettlement agencies to share best practices and insights.
13. Maintain an effective Christian witness compatible to the mission of Arrive Ministries.

Knowledge and Skills Required:

1. Highly self-motivated, good time management, organized and problem-solving abilities
2. Ability to prioritize, multi-task and remain self-motivated with minimal supervision
3. Experience interacting with and managing multiple individuals and schedules.
4. Excellent interpersonal and strong communication skills with the ability to speak, read, and write fluently in English.
5. Cross-cultural experience and the ability to educate and put others at ease concerning cross-cultural relations and dynamics.
6. Capability to lead volunteer trainings as well as a willingness to do public speaking.
7. Flexible scheduling. Some evening and weekend hours are required.
8. Willingness and ability to travel in the metro area to meet with churches and volunteers.
9. 4-year college degree or equivalent work experience.
10. Valid MN Driver's License with proof of insurance and good driving record.
11. Competency using computer applications for writing, record keeping, and research.
12. Knowledge of community resources.
13. Previous volunteer coordination experience preferred

Additional Information:

1. 40 hours per week within a work schedule of Monday–Friday, 8:30am - 5:00pm. Flexibility in scheduling required to attend events, or to address emergency needs
2. Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values, and Code of Conduct, and Arrive Ministries' Statement on Contextualization
3. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Arrive Ministries functions as a team, all employees agree to perform other job-related duties as required to most effectively partner with, and provide services to, arriving refugees.

Employee Signature

Date

Director's Signature

Date