



Position Title: Good Neighbor Program Manager

Reporting Relationships: Church Mobilization Director

Status: full-time / salaried

Arrive Ministries: A Christian nonprofit seeking life transformation for refugees, immigrants, and the Church. We live out God's command to welcome refugees and immigrants by providing direct program services, mobilizing the church, and calling our communities to respond Biblically.

Job Summary: This position oversees the Good Neighbor program which connects and supports volunteer teams and individuals from local churches as they walk alongside refugee families who arrived through our Reception and Placement (R&P) program or through other programs in our community.

PROGRAM MANAGEMENT (40%):

1. Oversee the connection of volunteers to refugee/immigrant families through the Good Neighbor program
2. Work closely with the Reception & Placement program to connect volunteers to newly-arriving refugee families who assist with the resettlement process.
3. Assess and coordinate volunteer team assignments for a best match to support the needs of the immigrant family in collaboration with program coordinators.
4. Oversee the volunteer onboarding process, including training and support methods that promote best practices
5. Manage program policies and processes for volunteers serving immigrant families, addressing questions, and troubleshooting various situations with program coordinators and volunteers.

CHURCH AND COMMUNITY ENGAGEMENT (30%):

1. Recruit new volunteers/teams from area churches to participate in the Good Neighbor program
2. Coordinate interest meetings with churches and volunteers: schedule meetings, assign facilitators, follow-up on interest forms, and maintain a database of churches and volunteers.
3. Grow relationships with churches and pastors through meetings, phone calls, follow up, and regular summary updates.
4. Connect with community organizations (i.e. nonprofit social service agencies, refugee led businesses or leaders) to share resources, share about programs, or obtain referrals to grow the program
5. In collaboration with all Church Mobilization programs/staff, offer large-scale events that call our communities to respond Biblically to refugees and immigration

STAFF & PROGRAM DEVELOPMENT (30%)

1. Supervise Good Neighbor program staff; provide practical, cultural, and spiritual coaching to staff as they support volunteers

2. Set measurable annual program goals, both quantifiable and qualitative
3. Provide input on program changes, process requirements and policies for Good Neighbor programs with the Church Mobilization Director.
4. Manage Good Neighbor Program expense budget and track progress in collaboration with the Church Mobilization Ministries Director.
5. Participate in the supervisor leadership team

Qualifications:

- Demonstrated relationship with Jesus
- Bachelor's degree in related field
- Minimum three years of experience in program management, working with refugees/immigrants a plus
- Knowledge of refugee resettlement practices helpful
- Experience managing multiple staff and volunteers spread across a wide network
- Demonstrated ability to build effective networks through relationship building and proactive follow-up
- Outgoing and personable with high relational/emotional intelligence, skilled in relationship building and public speaking
- Detail oriented and organized
- Excellent oral and written English language communication skills/abilities
- Proficient use of Microsoft Office, database/contact management and related products
- Valid MN driver's license
- Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values and Code of Conduct

Additional Information:

- Full-time – 40 hrs/week. Normal work schedule is 8:30 a.m. – 5:00 p.m. Schedule flexibility is necessary for evening and weekend events
- Position offices out of Richfield HQ
- Many duties will require driving and external appointments
- Other duties as assigned