



Client Support Coordinator

Job Description

Arrive Ministries is a Christian nonprofit seeking life transformation for refugees, immigrants, and the Church.

Job Summary: The Client Support Coordinator mobilizes volunteers to support the needs of client-based programs, specifically new arrivals. Volunteer opportunities include: host home, apartment setup, interpretation, transportation, bus guide, etc. This position also oversees the donation room.

Responsibilities:

Volunteer coordination for client-based programs (50%)

- Recruit, train, and provide ongoing support to volunteers
- Work closely with Reception & Placement program to coordinate volunteers for one-time needs
- Oversee volunteer interpreters, ensuring Limited English Proficiency Standards are carried out
- Assist with research, development, and distribution of resources for volunteers
- Track volunteer support and other measures in Dynamics Database
- Collaborate with staff to strategize volunteer/client connection opportunities, assisting with the development of new opportunities as needs arise
- Coordinate service project opportunities for churches

Donation Room Management (50%)

- Coordinate gift-in-kind requests in collaboration with the Resettlement & Placement Program Manager to determine needs, storage and process for receiving gifts
- Provide receipts to donors as requested and record donation information according to Arrive Ministries' development processes
- Organize and store inventory in the donation room, purchasing items when needed and coordinating with case managers to build welcome kits for refugee families

Knowledge and Skills Required:

- Demonstrated relationship with Jesus
- Detail oriented, with the ability to manage multiple tasks simultaneously
- Ability to take initiative and work both independently and collaboratively
- Excellent time management, organization, and problem-solving abilities
- Cross-cultural experience; ability working with limited-English speakers a plus

- Competency using computer applications for writing, record-keeping, and research
- 4-year college degree or work experience equivalent
- Valid MN Driver's license with proof of insurance and good driving record
- Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values, and Code of Conduct

Additional Information:

- Status: Full-time (40 hours per week), with a typical workday schedule (8:30am-5pm)
- Flexibility in scheduling required for evening (2/week maximum) and weekend (1/month) trainings and connections