Job Details

Description

**POSITION SUMMARY:**

World Relief is a unique and invigorating place to work. We are looking for talented, ambitious and collaborative people to come alongside our mission, vision and values as we partner with churches to empower the most vulnerable in the world. We hope these resources provide more insight into your hiring journey with us.

The Volunteer Teams Specialist role supports World Relief’s efforts of engaging volunteers, in the community of a team setting, to develop authentic relationships with refugees and immigrants by fostering welcoming communities for mutual transformation. The role is responsible for training, supporting, and providing resources to teams of volunteers as they engage with client families to extend friendship, assist with adjustment, and learn from one another. The role will also aid in developing a host home program and providing training, support, and ongoing resources to volunteers serving in that program.

**Compensation: $19 - $22 DOE**

**ESSENTIAL FUNCTIONS:**

* Oversee and coordinate the Good Neighbor Team (GNT) program (team-based refugee resettlement) in support of World Relief’s regional ministry across our three sites (Chicago, DuPage county, and Aurora).
* Aid in the development, pilot, and ongoing refinement of a host homes program to provide temporary housing to refugee families.
* Work closely with other volunteer coordinators, church mobilizers, and team lead volunteers to refine and develop these roles and trainings and to screen, train, match, supervise and support GNT and host home volunteers.
* Conduct home visits to host home applicants for screening before placement.
* Collaborate with church mobilization staff to provide details for meetings and representation of World Relief for volunteer recruitment in GNT’s and host homes.
* Communicate consistently with World Relief case management, employment, and education teams to gather information and needs of newly arrived families to ensure GNTs and hosts are partnering with families in a helpful manner.
* Facilitate communication between World Relief Chicagoland staff and volunteers around collaboration in partnership with the family.
* Maintain regular contact with GNT leaders and hosts throughout placement to help course correct, encourage, and guide the volunteers’ partnership with World Relief and the family.
* Collaborate with national GNT staff members across the World Relief network for national program consistencies, learning, and sharing best practices.
* Facilitate volunteer appreciation and recognition, along with scheduled check-ins and debrief with the GNT and hosts.
* Maintain up-to-date records of volunteer information, hours and activities; enter data regularly into database.
* Champion the GNT and host homes programs across the region within World Relief to facilitate and encourage interdepartmental collaboration.
* Joining with the rest of the Church and Volunteer Engagement team, participate in representing World Relief at assigned events, and activities.
* Other duties as assigned.

**KNOWLEDGE, SKILLS & ABILITIES:**

* Volunteer or program management experience preferred
* Experience working with, correcting, and guiding teams and/or volunteer teams tactfully
* Initiative, proactivity, and ability to work independently
* Organized and able to manage competing priorities while meeting deadlines
* Interpersonal Skills
* Excellent communication skills (oral and written); ability to set clear expectations with colleagues and volunteers
* Tact and ability to maintain confidentiality and professionalism
* A desire to serve Jesus Christ in working alongside refugees, immigrants, churches and volunteers.
* Experience working or volunteering with refugee populations a plus.
* 1-2 years experience working or volunteering in a social service or ministry setting required.
* Demonstrated ability to work effectively and sensitively with people of diverse cultural and religious backgrounds.
* Knowledge of a second language a plus.
* Strong computer knowledge, including MS Office and the ability to learn new programs.
* Flexibility in schedule required (meetings, trainings, etc. with volunteers will often take place during evenings and on weekends).
* Current driver’s license and access to a vehicle required.

**REQUIREMENTS:**

* Mature and personal Christian faith
* Committed to the mission, vision, and values of World Relief
* Desire to serve and empower the Church to impact vulnerable communities

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.  Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations
* The ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 10-15 pounds
* Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information
* The employee frequently is required to sit, reach with hands and arms, talk and hear

**WORK ENVIRONMENT:**

* General office setting
* Great lengths of time working on computer, reading from computer screen, entering information, standing at copier or fax machine, and some time on the phone or in skype meetings may be required
* Year-end archiving activities involve repeated lifting and bending
* Physical, emotional and intellectual demands
* Equipment used: Employee computer (desktop or laptop), printer, and copier
* All of the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Individuals may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation. This position description is not all-inclusive and is always under review.

**World Relief offers a competitive benefits package (25 hours + per week):**

World Relief contributes to monthly premiums:

* Medical
* Dental

Additional Benefits:

* Offer 16 Paid Holidays!
* Vision
* Offer Paid Sick and Vacation Leave
* Paid Maternity & Paternity Leave
* Parental Leave
* FSAs: Medical & Dependent Care, & Commuter Funding
* Supplemental Life Insurance (employee, spouse, and children)

World Relief pays 100% for eligible employees:

* Group Term Life (employee, spouse, and children)
* Long Term & Short-term Disability
* Accidental Death and Dismemberment (AD&D)
* Long Distant Travel Insurance
* Employee Assistance Program (EAP)

World Relief - Retirement:

* 401K & Roth
* WR matches up to 4%, then an additional quarter percent up to 10%
* Eligibility: Full Time is eligible after 3 months of employment. Part time is eligible after 1000 hours in a year

World Relief Discounts (Immediately Eligible):

* Verizon
* Pet Insurance through Nationwide
* Home and Auto insurance through Liberty Mutual

We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace and perform pre-employment substance abuse testing.  
  
For World Relief staff, strong commitment to the mission, vision, and values of World Relief is essential, and Christian faith is a prerequisite for employment, based upon United States federal guidelines provided in Title VII of the Civil Rights Act of 1964.  
  
Legal Background in the United States

World Relief is both an equal opportunity employer and a faith-based religious organization. This means that we conduct hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of World Relief as an equal opportunity employer does not prevent the organization from hiring staff based on their religious beliefs, so that all staff share the same religious commitment.  
  
Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. 2000e 1(a) World Relief has the right to, and does, hire only candidates who agree with World Relief’s Statement of Faith.