

## **Refugee Care Collective**

### **Youth Mentorship Coordinator**

Refugee Care Collective serves diverse populations of refugees who are resettled in Oregon as they rebuild their lives and step more fully into self-sustainability. Since 2015, we have served over 5,000 refugees through our Restart Kits, Family & Youth Mentorship, and Emergency Relief programs.

#### **Position Overview:**

The Youth Mentorship Coordinator provides administrative support for the Youth Mentorship program, coordinating the onboarding process for new volunteers and managing the volunteer and client database, keeping all records updated. This position also meets with potential youth mentors and conducts in-home visits with resettled families and individuals. The right candidate will have strong organizational and prompt follow-through skills, with demonstrated reliability.

This is a full-time position that works 40 hours per week, maintaining a Monday-Friday work schedule with occasional evenings and weekends. This position reports to the Relational Programs Manager.

#### **Primary Responsibilities:**

- Meet with potential youth mentors to find quality volunteers to pair with refugee youth.
- Conduct in-home visits with refugee youth, to get to know their needs and parent(s). Lead initial in-person meeting between refugee youth, parent(s), and youth mentors.
- Deliver gift cards, restart kits, and other essential items to youth and/or family.
- Plan and facilitate social activities for youth mentors and refugee youth, targeting quarterly goals. Build relationships with businesses in the community to donate tickets, experiences, etc.
- Update database(s) with volunteer and client data, working with accuracy and detail. Manually enter information from email inquiries, volunteer applications, and client referrals. Maintain confidentiality of all communications and documentation regarding Refugee Care Collective clients and volunteers.
- Track all services that clients receive, including mentorship support, gift cards, and other physical donations.
- Follow up on each potential volunteer's character references and ensure volunteers have completed all requirements before being paired with a resettled youth.
- Create Youth Backgrounder for refugee youth, which provides essential information for the volunteer mentor. Send program-specific information to volunteers once matched with a client.
- Respond to volunteer email inquiries.
- Fill a supportive role in virtual and in-person volunteer orientations and other key gatherings. Provide support in planning events for volunteers. Manage RSVPs for orientations, monthly volunteer gatherings and other events.
- Assist in writing and compiling stories and photos that highlight those we serve and those who are coming alongside them.
- Provide additional administrative support as directed by the Relational Programs Manager.

#### **Qualifications:**

- Commitment to the mission of Refugee Care Collective and serving resettled people who are rebuilding their lives in Oregon.

- Two years of experience in an administrative support role, as well as experience working or volunteering with young people.
- Demonstrated ability to effectively manage time, prioritize tasks, and execute projects with minimal supervision.
- Proficiency in MS Office (Word, Excel), and database systems. Experience with Airtable a plus.
- Must work well with a diverse community of people while demonstrating professionalism, confidentiality, friendliness, and respect.
- Ability to articulate the importance of partnering with faith communities to serve refugee families and youth.
- Knowledge and understanding of refugee resettlement and/or experience coming alongside those who have been resettled a plus.
- Ability to travel within the greater Portland metro area, including possession of a valid driver's license, active car insurance, and vehicle.
- Associates degree with applicable work experience preferred.

### **Qualified Candidates:**

Please submit a resume and cover letter to [resumes@refugeecare.org](mailto:resumes@refugeecare.org) discussing your experience and background and why you are interested in working for Refugee Care Collective.

Salary: \$23-\$24/hr

Benefits include:

- Flexible work hours and location. This role is a hybrid of remote work, in-person meetings and home visits within the greater Portland metro area.
- Paid holidays and sick leave included. Vacation acquired over time.
- QSEHRA (health reimbursement arrangement) for qualified health insurance plan or medical expenses.
- Opportunity to work on a team of people committed to making a difference in the lives of our resettled neighbors.

*For more information about Refugee Care Collective, visit [www.refugeecare.org](http://www.refugeecare.org).*