



Volunteer Manager (full-time)

The Refugee Center is looking for a Volunteer Manager to join our team to support refugee and immigrant clients with resettlement.

The Refugee Center (TRC), with an office in Champaign, IL, exists to provide services essential to refugee and immigrant resettlement in East Central Illinois, and to aid in the exchange and preservation of their respective cultures. Globally aware but locally focused, our professional, compassionate staff provide interpretation services and advocacy in court hearings, doctors' appointments, school conferences, and other settings. For 40 years, we've helped people find stability in their new homes through counseling, tutoring, community health programs, and support in completing paperwork for work, school, and government programs.

Reporting to the Assistant Director of Programs, the Volunteer Manager will lead our efforts to engage the Champaign-Urbana community and maximize local support for refugees and immigrants. This is a full-time position and can be done on a hybrid schedule.

Responsibilities:

- **Volunteer Management**
 - Lead on recruiting and placing volunteers with different teams internally
 - Work with organizational leadership to identify areas of need
 - Act as first point of contact for volunteers and inquiries
 - Develop strategies to maintain a high level of volunteer engagement and satisfaction
 - Implement strategies to retain and motivate volunteers
 - Facilitate volunteer orientations
 - Train volunteers when appropriate
 - Maintain volunteer spreadsheet
 - Proactively look for and connect opportunities locally
- **Community Navigators Program**
 - Build and manage Community Navigator Program
 - Recruit Community Navigators from inside the client communities that we serve
 - Train, support, and supervise a team of Community Navigators
 - Track and report on program deliverables of associated grants
- **In-kind Program**
 - Manage and grow in-kind donation program
 - Collaborate with organizational leaders around what current needs are for in-kind donations

- Track and distribute in-kind donations appropriately
- Event support
 - Recruit, manage, and train volunteers for in-person events, like our annual fundraising banquet
 - Coordinate silent auction during annual banquet, including soliciting donations, setup and logistics, and distribution
- Reporting
 - Track volunteer hours and in-kind donations
 - Generate reports on volunteer and in-kind activities for grant reporting
 - Document and maintain successful volunteer stories and event logs for use in development materials

Required qualifications:

- Experience working with volunteers and/or project management
- High level of organizational skills and detail orientation
- Ability to organize people
- Excellent written and verbal communication skills
- Good follow through and responsive communication
- Proactive and solutions focussed
- Ability to build and maintain strong relationships
- Empathy and understanding for refugees and immigrants

Nice to have:

- Experience with managing others
- Experience with social service organizations and community needs
- Experience working with people from different cultures
- Language skills that are shared with the communities we serve, such as Spanish, Pashto, Dari, French, Lingala, Vietnamese, Mandarin, etc.
- Experience helping with in-kind donations
- Experience working in community organization

Compensation:

- Salary starts at \$ 40,000-41,600/year less applicable withholdings
- Option between participating in employer sponsored medical plan or a monthly healthcare stipend
- Mobile phone stipend

The Refugee Center is working closely with public health professionals to meet and exceed safety guidance for our staff and clients. At this time, mask wearing is optional at The Refugee Center. However, should local transmission rates rise, our policy may change.

Due to the work expectations of this position, there is a requirement to work in our Champaign, IL office with the option to adopt a hybrid schedule after initial orientation and training period.

If interested, please apply to jobs@trc-cu.org with your resume and cover letter. No phone calls please.

The Refugee Center is an equal opportunity employer.