



The Immigrant Welcome Center

Job Description: Natural Helper and Volunteer Coordinator

Department: Administration

Status: Full-time 40 hours per week, non-exempt

Supervisor: Director of Programs and Operations

Salary: \$18-\$22 hourly rate (commensurate with experience and education)

The mission of Immigrant Welcome Center (IWC) is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming and have resources so that all immigrants can thrive. IWC team members enjoy a collaborative, ambitious, mission-focused culture; flexibility for home and office-based work; supportive benefits (including health insurance); flextime and time-off arrangements that support healthy integration of work and life demands.

Position Summary

The purpose of the Natural Helper and Volunteer Coordinator is to manage our Natural Helper Program and support all our volunteers. This position is primarily responsible for recruiting, onboarding, supporting, and retaining people who can best support our clients and mission.

Responsibilities

Natural Helpers Program

- Recruit diverse group of volunteers to be Natural Helpers and serve immigrants.
- Orientation training offered twice per year for new Natural Helpers.
- Retain Natural Helpers by offering ongoing support.
- Check-in with all Natural Helpers every two weeks with community partner presentations.
- Trainings take place every two months with community partners.
- Collect data on how we served immigrants and their needs.
- Evaluate the program and provide suggestions for improvement.

Program Volunteers

- Orientation training to onboard new program volunteers with the Natural Helpers.
- Support the program volunteers with other IWC staff to ensure they have the resources and trainings needed.

General Organization Support

- Reuben Educational series offered annually to highlight the Natural Helpers Program.
- Help Line support in connecting clients to resources.
- Participate in department and all-staff activities
- Other duties as assigned

Success Indicators

Success in this role is indicated by the following:

- Ensuring the Natural Helpers and volunteers have resources needed to support our clients.
- Match clients with Natural Helpers that can provide holistic support.
- Clear communicator with people of diverse backgrounds.
- Collect program data in an organized and meaningful way to report with stakeholders.



- Display a positive attitude about the rights and opportunities for immigrants.
- Foster feelings of confidence and collegiality with colleagues, board members, volunteers, and other stakeholders.

Work Responsibilities & Requirements

- Works 2 days in the office, 2 days remote, and 1 hybrid day where you can be remote or in-person
- Flexible working schedules, 8-hour shifts. Choose your start time between 8:00am-10:00am, and end time between 4:00pm -6:00pm
- Evening and weekend work is required
- Extensive administrative work on computer and phone

Required Qualifications & Skills

- Fluent in speaking, reading, and writing in English and another language
- Lived immigrant experience and/or working with immigrant community
- High school degree required
- 2 or more years of full-time work experience
- Professional and clear communication skills
- Authorized to work in the United States
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Preferred Qualifications

- Certificates, Bachelors, and post graduate education
- Experience serving individuals through professional or volunteer setting
- Experience with case management and/or community engagement

This is an immediate opening, applications will be reviewed on a rolling basis.

Please email your resume, cover letter, and references to our Director of Programs and Operations, Christina Arrom (carrom@immigrantwelcomecenter.org). Subject line should read: Applicant for Natural Helper and Volunteer Coordinator.