



## **Position Description: Mentor Support Coordinator**

### **Mission and Organizational Background**

In 2010 the Refugee Response was established. Since inception the organization has been able to provide unique and important services to Cleveland's new neighbors allowing children and families to excel in school and in life. Refugees resettled to Cleveland do better on average than those who resettle in other areas of the country. They work and they overwhelmingly give back to the city, making the most of the investment Cleveland places in them.

At present the Refugee Response provides a range of educational, employment and social support services for an estimated 180 individuals (70+ families) in the greater Cleveland area. Our programs focus on in-depth understandings of the families and the unique challenges that resettled families face when adjusting to a new environment.

**Reports to:** Director of Education

**Time Commitment:** Part-time, 30 hours per week

**Salary:** \$25,000 /year

### **Required Skills and Qualifications**

- Demonstrated ability to develop and maintain relationships with individuals and community
- Clear, engaging, dynamic communication and presentation skills
- Ability to prioritize and manage multiple on-going projects in a fast paced cycle
- Creative networking and marketing skills (both digital and on the ground) for the purposes of program volunteer recruitment
- Keen ability to recognize and consider individuals' unique strengths, motivations, and limitations
- Positive energy and commitment to the organization's mission
- Strong work ethic and ability to work collaboratively alongside diverse clients and staff
- Comfort and fluency in computer skills, with ability to learn quickly on the job

**Responsibilities:** The Mentor Support Coordinator will play a key role in communications with volunteer mentors of the Home Mentoring Program (HMP), from initial recruitment and onboarding and throughout the program cycle, guiding mentors through the challenges of their role while enhancing motivation and retention. The Mentor Support Coordinator will:

Manage communications with prospective and participating volunteers serving in the HMP.

- Provide direct, personalized support to volunteer mentors via phone and email, as well as broader engagement through newsletters, gatherings, training tools, etc.
- Promote mentor resilience, problem-solving, and continued growth using multiple strategies.
- Solicit, review, and track submission of feedback surveys and reports from mentors.
- Monitor for signs of mentor burnout, disenchantment, and compliance with program goals and policies, and respond appropriately through constructive and empathetic guidance.
- Collaborate with program staff and Director of Education to share volunteer feedback, review outcomes, identify needs, and recommend program enhancements.

Expand and execute strategies for recruitment of volunteers to serve as mentors in the HMP.

- Build partnerships with community organizations, block clubs, professional organizations, and social groups that align well with the profile of an effective TRR volunteer.
- Participate in and lead community outreach to engage new pockets of the greater Cleveland community in TRR's work and mission.
- Contribute to development of mentor-mentee content (stories, testimonials, photos) for web or social media.

Manage the various stages of mentor onboarding annually in the spring.

- Manage incoming applications, conduct interviews, and complete candidate review.
- Facilitate, track, and review the submission of all required paperwork for volunteer intake.
- Coordinate mentor-student match assignments in alignment with various factors such as client needs, mentor skills/strengths, geography, personality, etc.
- Facilitate the placement of volunteers and conduct in-home introductions.
- Maintain accurate, organized, and updated records on volunteers from one cycle to the next.

Coordinate events in collaboration with the Home Mentoring team, as required, including:

- Mentor Orientations and Trainings
- Annual Volunteer Appreciation
- Special events or collaborative programming

### **Availability**

- Start Date: January 8, 2020
- Flexible scheduling to accommodate weekend and evening work as needed (up to 25%), including orientation events, trainings, beneficiary home visits for observations and seasonal student onboarding

**Applications are now being accepted and reviewed. Please email a cover letter, resume, and three references to Naila Paul at [naila@refugeerresponse.org](mailto:naila@refugeerresponse.org) with the subject title "Mentor Support Coordinator Application".**

*The Refugee Response is an Equal Opportunity Employer. The organization does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation or any other characteristic protected by law.*