



Position Description: Family Engagement Coordinator

Mission and Organizational Background

The Refugee Response empowers refugees to become self-sufficient and contributing members of their new communities. The organization was established in 2010 to assist in bridging the gap between existing resettlement agency services and the longer support needs of the refugee population. Our organization's goals and objectives revolve around being responsive to the needs of northeast Ohio's refugee community in order to forge a deep and sustaining impact on resettled refugees as they make new roots and re-write the story of their families' futures to one of freedom from persecution and finding security and self-sufficiency. The organization's programs, the Educational Mentoring Program, the Adult Tutoring Program, the Academic Scholarship Program, and Teen Response Program are critical to both the short- and long-term economic success and the social and emotional assimilation of these NEO community members.

Reports to: Director of Education

Time Commitment: Full time, 40 hours per week

Salary: Commensurate with experience

Overview

The Family Engagement Coordinator is a new, project driven role that serves to creatively address challenges while adhering to best practices to build and improve upon the quality of services delivered by The Refugee Response's Home Mentoring Program. This role will serve to further the organization's commitment to placing the voices of resettled families at the center of decision making and programming, with the primary clients being those families enrolled in the Home Mentoring Program. The Family Engagement Coordinator will be instrumental in supporting TRR to explore and address some of the larger contextual issues that resettled families are facing which affect their children's access to a safe and structured environment, and their ability to focus on education. The Family Engagement Coordinator will work under the supervision of the Director of Education, alongside the Education Program Coordinator.

Responsibilities

- Assist the Education Program Coordinator in responding to ongoing support needs from mentors and resettled refugee families and serve as a communication broker to sustain successful and long term mentoring relationships.

- Build trust and maintain regular communication with resettled refugee families relevant to program activities using a variety of methods such as phone, text, house visits, and community gatherings.
- Conduct data collection and program monitoring through surveys, client interviews, and in-home observations of mentoring in action.
- Explore and identify existing community access points and leadership among various demographic groups served by TRR.
- Work with existing community resources to foster community forums in which resettled families served by TRR can voice their needs and concerns relating to the mentoring program and other factors that (directly or indirectly) impact children's education.
- Facilitate ongoing dialogue between community leaders, TRR, and other agencies to identify partnerships and potential solutions to address needs.
- Support development of informative and promotional materials for Mentoring Program, including original text, photo, animated and video content.
- Develop new means to support program recruitment and engagement goals, through channels such as newsletters, social media, web page content, and/or blogs.
- Support implementation of orientations, trainings, programming, and other events for Home Mentoring Program and its participants.
- Carry out new student enrollment and onboarding in preparation for start of annual program cycle.
- Maintain and further the development of tools and guidance posted to TRR's Mentor Resources Web Portal.

Perks

- Medical benefits included
- Join a diverse, creative, passionate, and talented team
- Balance of administrative tasks, content development, and field work
- Have a direct impact on the community

Availability

- Start Date: As soon as possible
- 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

Required Skills and Qualifications

- Strong work ethic and ability to work collaboratively alongside diverse staff
- Experience engaging with persons of diverse educational, linguistic, socioeconomic, and ethnic backgrounds
- Proven ability to facilitate meetings or forum based discussion leading to clear results and implementation planning
- Strong writing, interpersonal communication, and presentation skills
- Strong relationship building skills with external partners
- An eye for effective content design and presentation

- Working knowledge of Excel, Google Forms, web based marketing and media
- Ability to manage multiple projects simultaneously
- Bachelor's Degree or higher

Preferred Skills

- Teaching English as a Second or Other Language background
- Animation and video editing software
- Swahili, Kinyarwanda, or Arabic a plus

Interested applicants should submit the following information to marykate@refugeerresponse.org

- Cover Letter
- Resume
- Three references