



# refugee development center

## **Job Title: Volunteer and Engagement Specialist**

**About the Organization:** The Refugee Development Center (RDC) is a vital 501(c)(3) organization that was created in 2002 to provide a unique, unduplicated service in the mid-Michigan area. As a small grassroots organization, we have grown to be the “go-to” agency for working with refugees in the region. By providing formal and informal learning opportunities, the center aims to be an open and inclusive place for refugees to learn and locate the resources they need to flourish as residents and citizens.

**Overview:** The Volunteer and Engagement Specialist oversees the recruitment, screening, training, and assignments of volunteers and interns and is responsible for developing and implementing strategies to grow and maintain donor relations. This is a collaborative role requiring coordination across all program areas and extensive engagement with the public. A successful candidate will embody the values of the RDC in their role: Compassion, Collaboration, Innovation, Education, Welcoming, Cultural Humility, and Commitment.

**Hours:** Full time

**Pay Rate:** \$37,440- \$41,600; Commensurate with experience.

**Benefits:** Retirement plan; fully paid health benefits, generous vacation, sick and holiday pay.

## **Job Duties:**

### **Outreach**

- Under the direction of the Outreach Director, create and maintain positive relationships and partnerships
- Organize and host information booths at community events to promote RDC volunteer opportunities and donor engagement
- Provide community education including but not limited to performing presentations and representing RDC at public events

### **Volunteer Coordination**

- Promote the mission, goals, purpose and programming through the service area to help recruit participants, sponsors, funders and volunteers
- Develop and maintain a comprehensive recruitment, screening, orientation, training, retention plan for volunteers and interns
- Develop promotional and collateral materials for outreach programs and distribute them to the community to increase volunteer participation and donor engagement.

- Create and implement an action plan to increase the number of volunteers and donors.
- Establish and maintain a volunteer and intern training and orientation program, complete with policies and procedures, volunteer feedback strategies, volunteer evaluation, and volunteer retention.
- Maintain communication with volunteers and interns through website, email, social media and mail
- Organize and coordinate volunteer and intern appreciation functions and other forms of recognition
- Analyze volunteer data on a trimester basis to determine successes and areas for improvement; create related program improvement plans
- Coordinate with colleagues to plan and implement service opportunities within RDC programs.
- Continually assess opportunities for service placements to further the mission of the organization, to meet program goals and to respond to current needs of newcomers in our community
- Maintain volunteer database including volunteer registration, tracking, background checks; and maintain and documents including position descriptions, policies and procedures and training materials

#### **Social Media and Website Management**

- Manage social media accounts. Facebook, Twitter, Instagram and Youtube
- Make regular posts and maintain social media presence
- Update The RDC website; programs and volunteer information
- Assist in creating the marketing and advertising calendar

#### **Development**

- Oversee the processing and mailing of donor acknowledgement letters
- Process and track incoming donations
- Manage direct mail appeals (currently three mailings annually), including establishing theme, writing content, identifying and segmenting the mailing list, working with ED on design and production
- Utilize digital resources including website, social media, and Canva platforms to create and conduct complimentary campaigns/appeals or additional independent campaigns
- Collaborate with program leads to gather content and testimonials to inform appeals and impact reporting
- Support fundraising aspects of third-party events, community partnerships, and Annual Thrive Celebration
- Coordinate with RDC program managers to analyze program and client needs, and solicit and maintain as-needed in-kind donation programs.

#### **Office Management**

- Complete essential administrative tasks; answering emails, phone calls, scheduling, general clerical needs and filing.
- Ensure friendly, efficient front desk functions.

#### **Credentials Required:**

- BA/BS in a human service field or a minimum of 3 years working in similar position

**Experience/Capabilities:**

- Passion and commitment to the mission of the Refugee Development Center
- Demonstrated commitment to cross-cultural competence and cultural humility
- Ability to manage multiple, ongoing projects with attention to detail and logistics
- Effective community engagement, volunteer and donor recruitment capabilities
- Prior experience in database management
- Proficiency in Microsoft Suite, Adobe, GSuite
- Effective written, verbal, interpersonal and digital communication skills
- Bilingual/multilingual candidates encouraged to apply

To apply: Complete the Application [here](#). Additionally, send resume & cover letter, complete with reference contact information, to Erika Brown-Binion, Executive Director at [ebrown@rdclansing.org](mailto:ebrown@rdclansing.org) by 12:00pm noon on July 12, 2024. Call Erika at 517-999-5090 with questions.

**EEO Statement:**

Refugee Development Center (RDC) believes we are better together and is an equal opportunity employer who truly values diversity at our organization. Therefore, RDC adamantly opposes any discrimination based on characteristics protected by federal, state, and local laws, (including the following: race, religion, skin-color, sex, national origin, gender identity or expression, sexual orientation, age, genetics, marital status, veteran status, or disability status) and enthusiastically encourages those of diverse backgrounds to apply.