JOB DESCRIPTION – VISTA PARTNER – Community Advancement

Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb aspires to be a trusted and engaged member of a thriving refugee community, continually advancing the quality of life together with its members. Della Lamb is a National Mission Institution in a covenant relationship with the United Methodist Women and an agency member of the United Way of Greater Kansas City. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

Refugee services are characterized by an Arrive and Thrive mentality, seeking to overcome short-term and long-term challenges in the resettlement and community integration process. We aim to provide best-in-class hospitality, services, and cultural education, using a strengths-based case management approach to understand and develop client goals. We believe that a thriving refugee community is predicated on community engagement, inviting stakeholders from across Kansas City to actively participate in the resettlement process and the advancement of refugee communities.

The Community Advancement VISTA works under the direction of the Refugee Services program director and the support of the Refugee Services Team, to work to impact the advancement and center the voices of refugees as we recruit and train new community advocates in order to create supportive community networks for/of the more than 110 families we serve. The service year is meant to be a rewarding experience where the individual gains transferable skillsets essential to every nonprofit. This position requires a commitment to teamwork, patience, adaptability, servant leadership, humility of spirit, a strong work ethic, and a commitment to learning and growth.

Core responsibilities include, but may not be limited to, the following:

• Develop healthy relationships with volunteers and look for opportunities to strengthen and enhance the broader community where refugees live, work, and are educated.
• Participate in development of focus groups, research instruments (surveys, verbal ethnography) to data collect and ensure refugees voices are centered.
• Engage, market and promote/explore the best practices related to community advancement, a social services principle rooted in the self-elevation of people into a more resources, resilient and connected community.
• Review and understand the current refugee resettlement process.
• Create and implement templates and standard operating procedures for a community advancement research initiative based on review of the current process and make recommendations for improvement.
• Become fluent with the Client Trak management system & train others on features
• Maintain newly developed community advancement relationships, research the need for relationships to/with partner agencies, implement findings and continually improve tracking as needed.
• Support the development and deployment of a training plan that will scale and support the community advancement plan
• Identify refugees who might participate in the refugee immigrant forum, a quarterly conversation where refugees needs are centered on and their voices are centered
• Actively engage in professional development, show continual growth in performance, and request training opportunities.
• Work closely with the refugee services team by suggesting areas for job clarity, helping set performance goals, and participating in case monitoring and needs assessments.
• Other duties as assigned.

**Professional Qualifications:**

• Adept at volunteer recruitment, training and management - strengths-based personal development approach.
• Cultural intelligence and experience working to center the lived experience of those experiencing poverty, homelessness, or marginalization/invisibility.
• Strong organizational and team-building skills.
• Strong verbal and written communication skills.
• Strong attention to detail.
• Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers.
• Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.
• Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
• Proven ability to work under pressure with administrative deadlines and manage multiple priorities in a dynamic environment.