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 Sponsorship VISTA works under the direction of the Community Sponsorship Coordinator and the support of the Refugee Services Team, to grow the foundation of our community sponsorship volunteer program and recruit and train new co-sponsors in order to best meet the needs 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 partnerships to move forward with community sponsorships.
- Review and understand the current volunteer process.
- Create and implement templates and standard operating procedures for the volunteer program based on review of the current process and make recommendations for improvement.
- Become fluent with the Kindful management system & train others on features.
- Expand our methods of collecting volunteer satisfaction surveys and tracking of volunteer efforts including years of service, unique volunteers and hours/shifts completed.
- Maintain newly developed models and tracking methods, research the need for volunteers in partner agencies, implement findings and continually improve tracking as needed.
- Engage, market and promote/explore the community sponsorship volunteer options to groups interested in learning more.
- Work throughout departments to review volunteer needs and create job descriptions.
- Actively recruit volunteers for all open job descriptions by researching & developing new recruiting sources and partnerships throughout greater Kansas City.
- Assist with onboarding interns & volunteers, utilizing developed SOPS, PowerPoints, & tools.
- If needed, assist refugee services staff in training volunteers and document the training process.
- Research, recommend, implement Volunteer Recognition projects.
• Support the development and deployment of a training plan that will scale and support each community sponsorship group.
• Actively engage in professional development, show continual growth in performance, and request training opportunities.
• Work closely with Community Sponsorship 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 with volunteers.
• 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.