JOB DESCRIPTION – VISTA PARTNER – Volunteer Engagement & Training

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 Volunteer Engagement & Training VISTA works under the direction of the Engagement Director and the support of the Refugee Services Team, to grow the foundation of our refugee services volunteer program and recruit and train new volunteers 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.

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. This position reports to the Engagement Director.

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

- Develop a marketing plan in order to recruit attract and retain additional refugee services volunteers
- Develop a progressive training curriculum to ensure best practice deployment and strong awareness of power and privilege
- Train all volunteers and engage in progressive and consistent feedback gathering, using a feedback instrument of the VISTAs design (can be a Google form, focus groups, etc.)
- Actively engage in professional development, show continual growth in performance, and request training opportunities.
- Work closely with Engagement Director - Manager by suggesting areas for job clarity, helping set performance goals, and participating in case monitoring and performance reviews.
- Other duties as assigned.

Professional Qualifications:

- Volunteering/volunteer managing, social service, and/or administrative experience preferred.
- Adept at client-centered, strengths-based case management approach.
• Cultural intelligence and experience working with refugees and immigrants. Experience in marketing volunteer opportunities to work with new populations.
• Strong organizational and team-building skills.
• Strong verbal and written communication skills.
• Strong attention to detail.
• Demonstrated ability to work within/alongside multi-generational volunteers.
• Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.