



Position Announcement
Community Outreach Coordinator (1 FTE)

Job Title: Community Outreach Coordinator
Reports To: Director of Senior and Family Services
Status: Full time
Location: Madison, WI

Job Summary:

The Community Outreach Coordinator works directly with community volunteers, and other community stakeholders to provide support and resources to JSS Resettlement clients. This position requires excellent communication skills, ability to problem-solve, discretion, and attention to detail. The Community Outreach Coordinator reports to the Resettlement Director.

Our Agency:

Jewish Social Services (JSS) is a 40-year-old organization, working to improve the lives of individuals and families of all religions and nationalities. Our programs help people manage mental health and physical health; we care for and connect seniors to needed services and programs; we provide emergency financial help to rebuild self-sufficiency; and we welcome and help resettle and provide legal assistance to refugees from around the world. Our offices are located on the west side of Madison.

Essential Responsibilities:

- Recruit, screen, interview, and train volunteer groups to participate in the JSS' co-sponsorship CARA (Community Action for Refugee Arrivals) program, our refugee mentorship program (Aljirani), and our employment, career development and entrepreneurial programs in collaboration with JSS Staff.
- Provide orientation sessions, training, and ongoing supervision for all accepted Resettlement volunteers.
- Work with the JSS staff to coordinate volunteer groups and the clients they are supporting.
- Serve as the primary contact for volunteers for the resettlement program, maintain communication with JSS Volunteer Coordinator and act as a liaison between JSS staff and volunteers.

- Engage in direct and respectful communication to address concerns and conflicts that arise.
- Maintain and update training material and resources for new and existing volunteers.
- Conduct interviews and surveys with program participants.
- Maintain electronic volunteer records for the resettlement program, enter case notes and records in databases, and manage monthly volunteer timesheets.
- Track the development and outcomes of community partnerships across programs.
- Must be able to work with populations of all ages and backgrounds

Essential Qualifications:

- Bachelor's degree or master's degree preferred. An equivalent combination of work and/or lived experience will be considered.
- Demonstrated success working and communicating effectively in a multi-cultural, multi-lingual environment.
- Proven ability to contribute both independently and as a key team member.
- Self-starter with excellent problem-solving skills combined with the proven ability to prioritize duties and manage time effectively.
- Detail oriented with excellent organizational skills and ability to multi-task
- Proficient in Microsoft Office applications, databases, email, and internet applications.
- Comfort and ability to speak in front of, present to, and train large groups.
- Ability to maintain regular, timely, and ongoing communication with varied stakeholders.
- Must be able to work a flexible schedule that prioritizes clients' needs and capabilities. Some evening and weekend work required.
- Fluency in English, both verbal and written.
- Valid driver's license, reliable vehicle with current insurance, and the ability to travel regularly throughout the service delivery area, often driving clients as passengers.

Not required, but a plus:

- Familiarity with the refugee communities served, particularly Afghans and Congolese, with demonstrated competence and sensitivity.
- Familiarity with resources available to vulnerable communities in Dane County
- Fluency in Farsi/Dari, Pashto, Swahili, Spanish, French or Arabic.

Compensation and Benefits:

Compensation is \$37,000-\$42,000 depending on experience. This is a 40 hour/week position. Generous benefits include medical, dental, long-term disability, short-term disability, life insurance, flex spending, 403(b) with 5% agency contribution (after 1 year), vacation and sick days, secular, Jewish and floating holidays:

Interested individuals should send a **cover letter and resume** to Jewish Social Services at HR@jssmadison.org. Please include "Community Outreach Coordinator" in the subject line.

Jewish Social Services is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

If you need assistance or accommodation due to a disability, you may contact us at office@jssmadison.org or you may call us at (608) 442-4081.