



Salem For Refugees | Volunteer Coordinator Role Description

Job Title: Volunteer Coordinator

Timeframe: Applicant pool open until 12/1. Interviews scheduled in December for a potential start date in January 2026.

Supervisor: Laurel Rightmer- Director of Operations and Development

Role Purpose: To engage with the Salem community and coordinate Salem For Refugees' (SFR) volunteers to empower refugees to thrive.

Time Commitment: Full-time, benefited (30-40 hours per week)

Ideal Candidate: Cross-cultural experience & volunteer management experience strongly preferred. Bilingual preferred, strong English written and verbal communication skills, strong computer skills, highly organized, ability to multitask, excellent relational and interpersonal skills.

Role Duties:

1. Oversee volunteer recruitment process.
 - a. Work with SFR Staff and volunteer team leaders to determine future volunteer needs and recruit volunteers.
 - b. Communicate volunteer needs through available venues including newsletter, social media, and monthly meetings.
 - c. Lead SFR 101 Info Nights, and participate in speaking opportunities in the community as needed.
 - d. Follow up with people who express interest in volunteering and connect them with appropriate opportunities and next steps.
 - e. Lead volunteer training sessions including topics about cultural humility, boundaries, and policies of SFR.
 - f. Create easy on ramp opportunities for community members to get involved in potential volunteer opportunities.
 - g. Process volunteer applications, background checks, check volunteer references (if applicable).
 - h. Document process in SFR's Touchpoint database.
 - i. Communicate approval status and make a warm hand-off to appropriate team leader/s.
 - j. Cast vision for how to incorporate past new neighbors as volunteers in a variety of roles.
2. Provide leadership and management over existing volunteer teams and individuals.
 - a. Recruit and train volunteer Team leaders and Good Neighbor Teams (GNT) leaders.
 - b. Work with SFR staff to develop a clear mission, focus and strategy for each volunteer team, and to form role descriptions for volunteers needed to carry out their strategy.
 - c. Initiate email exchange and manage ongoing dialogue with GNT following placement with a New Neighbor family. Schedule follow up check-ins with each GNT for care, two-way feedback, and continued training multiple times throughout their one year commitment.
 - d. Lead volunteers in the absence of team leaders.
 - e. Provide periodic check-ins with volunteers for support and communication.
 - f. Schedule volunteers to support events and volunteer needs.
 - g. Provide feedback and accountability for volunteers when issues arise using peacemaking skills and having difficult conversations when necessary.
 - h. Lead English volunteers through a variety of settings (individual or classes) and at all locations (Blossom, Grand Fir, and Mahonia), making sure they are supported and have the resources they need.
 - i. Support SFR Staff to develop volunteer opportunities at Blossom Gardens and lead teams of volunteers to execute new programs (ie: Youth Room drop in hours, sports programming times, etc)
3. Manage volunteer communication, appreciation and information tracking.
 - a. Send regular announcements, updates and information to SFR volunteers.
 - b. Respond to volunteer phone calls and emails.
 - c. Develop and oversee strategy for volunteer care & appreciation and host events to celebrate volunteers contributions.
 - d. Share volunteer stories on social media, newsletters, SFR Connects meetings to inspire and recruit other new volunteers.

- e. Develop & manage a system for tracking volunteer hours.
 - f. Plan seasonal volunteer opportunities: holiday season of giving, volunteer appreciation week, MLK service day, etc.
4. Utilize volunteers to support events for New Neighbors (Summer BBQ, Graduation Party, January Birthday Party, Friendsgiving, and more).
- a. Communicate event details to NN's through What's App and bilingual staff.
 - b. Use volunteers in any capacity possible.
 - c. Coordinate budget for each event with the Director of Operations.
 - d. Incorporate opportunities for past new neighbors to be involved.
5. Assist in Community Wide Events and Speaking Opportunities as part of the Community Engagement Team.
- a. Support the Community Partnership Coordinator in co-hosting SFR Connects and connecting with volunteers.
 - b. Speak on behalf of SFR in the community when able and when volunteer opportunities are a focus of the speaking invitation.
 - c. Assist with other events including: annual THRIVE fundraiser, spring fundraiser, World Refugee Day, and creating new opportunities for the community to engage.
 - d. Follow up after community events for further volunteer recruitment.
7. Attend required meetings:
- a. Host front desk one shift per week
 - b. 1:1 with Supervisor
 - c. Staff Meetings
 - d. Staff Events: retreats, holiday parties, team building events, etc
 - e. Other Related Events: World Refugee Day, fundraisers, and refugee community events

This job description is not all-inclusive or an exhaustive statement of duties, responsibilities or requirements.

Interested parties should send cover letter and resume to Laurel Rightmer: laurel@salemforrefugees.org