

Lutheran Services Carolinas Job Description

Job Title: Mentorship Developer

Supervisor (title): Area Manager

Department: Refugee and Immigrants Services

Approved by: Syhesia Sharpe 

Date: 1-15-2019

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

Mentorship Developer will assist refugees, immigrants and other eligible clients overcome obstacles to independency and successful integration by developing a strong community network necessary to offer holistic support to refugees. S/He will recruit screen and train community volunteers. S/he will match mentors with clients and provide them with support as they work on achieving individual learning goals such as job readiness and employment, health care orientation and access to medical services, personal safety, banking and finances, access too community resources, etc. S/He will serve as a community liaison to increase awareness of refugee rights and responsibilities.

Essential Functions *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Follow all Lutheran Services Carolinas policies and procedures and program guidelines as required by Lutheran Immigration and Refugee Services (LIRS).
2. Conduct outreach and volunteer mentor recruitment activities.
3. Conduct comprehensive training for volunteer mentors, conduct initial and ongoing volunteer training on mentorship.
4. Develop and maintain thorough records of progress, contacts and individual goals and outcomes. Oversee mentoring program evaluation activities and develop tools to measure program effectiveness.
5. Conduct client needs assessment and help develop individualized learning plan directed towards clients' self-sufficiency by pairing clients with mentors.

6. Connect clients to services through referrals to resources such as child care services, housing resources, employment and educational resources, financial and medical literacy, etc.
7. Work closely with the Community Outreach/Development staff to align the mentor program with the agency's Circle of Welcome models.
8. Conduct community town hall meetings within the refugee and immigrant community to provide extended cultural orientation, raise awareness, obtain clients' feedback and address concerns.
9. Assume other duties as assigned by supervisor.

Supervisory Responsibilities, if any (*The scope of the person's authority, including the positions that report to the incumbent.*): N/A

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Bachelor's degree in related field.

Experience: Working with refugees/asylums/immigrants in social service environment. Project management or volunteer/staff supervision experience preferred.

Specific skills/abilities: Demonstrated skill with volunteer management, event planning, cross cultural experience, including sensitivity to the service population's cultural and socio-economic characteristics; excellent verbal and written communication skills; Proficient in Microsoft Office applications (Word, Excel, Outlook, PowerPoint), internet research, and experience using databases and information gathering systems. Financial literacy. Knowledgeable of local resources.

Specialized knowledge, licenses, etc: Valid North Carolina Drivers License

Preferences (Optional): (*Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual*).

Knowledge of any language spoken by clients such as Swahili, Kinyarwanda, Arabic, Burmese, Urdu, Dari, Somali, etc.

Working Conditions/Physical Requirements: *(Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Transportation of client(s) in personal vehicle may be required.
2. Extensive and rigorous documentation demands.
3. Usual office conditions.
4. Ambulatory throughout all locations.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.