POSITION SUMMARY

The Program Coordinator (Youth Mentor/Older Refugees) will coordinate all grant activities for Older Refugee and Youth Mentoring grants. This position will work with refugee youth between the ages of 15 and 24 and older refugees aged 60 or above. This position will provide both youth and older refugees with case management and opportunities to engage in enrichment activities. Other duties include providing citizenship classes to older refugees, hosting enrichment activities for both grants, and coordinating the youth mentoring program. This position oversees volunteers and may require evening and weekend hours to coordinate enrichment activities and mentor matches.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.
Vision: All Individuals and Families are Flourishing.
Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.
Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

ABOUT OUR PROGRAM/DEPARTMENT

Refugee Assistance & Immigration Services (RAIS) provides a bridge for refugees (individuals who have had to flee their countries of origin due to the tragedies of persecution and war) and other new arrivals from their former life experiences to the new skills required for success in the United States. Through a focus on economic self-sufficiency, community integration, and a respect for unique cultures, history and traditions, RAIS creates an environment of compassion and encouragement for refugees to flourish.

REQUIRED COMPETENCIES

Competency:

- Must be able to maintain program/guest/agency confidentiality and professional boundaries while treating each individual with dignity and respect.
- Highly organized with keen attention to detail.
- Self-motivated and directed with the ability to work alone or as part of a team.
- Works well within a rapidly changing environment. Supports group decisions and puts group goals ahead of personal goals.
- Communicates openly and honestly.
- Deals with difficult and adverse events while maintaining professionalism.
- Responds appropriately in the face of tension, emotion, and resistance and seeks support from others when necessary.
- Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility.
- Ability and desire to work with a variety of people to carry out the mission and purpose of the program.

Knowledge:
- Knowledge of working with people from different cultures.
- Knowledge of public benefits.
- Knowledge of volunteer coordination
- Knowledge of working within confines of grant budgets

Skill:
- Excellent interpersonal skills
- Strong oral and written communication skills.
- Proficient in basic office applications such as Word, Excel, etc.
- Familiarity with computers, internet and experience with e-mail required.
- Ability to write grant and program reports.
- Ability to gather information and assess client situation rapidly and accurately.
- Ability to write clear, grammatically correct log notes, spell, and alphabetize.
- Ability to complete paperwork thoroughly and accurately.
- Bilingual preferred.
- Problem solving.
- Willingness to learn.
- Discretion, flexibility, and organizational ability sufficient to fulfill position responsibility with minimum supervision.
- Ability to relate to other employees, program participants and the public.

RESPONSIBILITIES:
- Recruit, train, and support volunteer youth mentors. Provide a match between eligible refugee youth and mentors.
- Conduct regular check-ins with volunteers, youth, and older refugees providing support as needed.
- Provide case management to all youth and older refugees enrolled in the program and develop individualized plans to assist each client in reaching their goals.
- Coordinate with higher education institutions and job training programs to provide youth various professional pathways forward and ways to complete or enhance their education.
- Coordinate with senior services statewide to provide and develop new resources for clients
- Coordinate the provision of citizenship classes for older refugees and assist clients on their path to citizenship.
- Assist clients in applying for relevant senior benefits such as Supplemental Security Income (SSI)
• Create opportunities for older ORR-eligible populations to live independently as long as possible, through forms of assistance such as transportation, home care, adult day care, and respite care.
• Develop and implement enrichment opportunities for older refugees and youth to connect with their respective communities.
• Troubleshoot barriers for clients ensuring that eligible populations statewide are able to participate in grant activities.
• Create, track and report on program outcomes in agency, state, and federal reporting.
• Complete documentation of all meetings with clients and volunteers thoroughly, accurately and in a timely fashion.
• Manage client confidentiality; handle sensitive personal information.
• Other duties as assigned.

QUALIFICATIONS:

Minimum Education Qualifications:
• High School Diploma/GED

Minimum Experience Qualifications:
2 years refugee experience, direct service

Must have valid AK driver’s license and have own insured vehicle. Must be willing and able to transport clients in personal vehicle.

WORK ENVIRONMENT

Physical demands: Work is performed in a standard indoor office environment. Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time.

Travel: Frequent travel within Anchorage is required (46-100%). Occasional travel to Wasilla office (16-45%).

Location: Anchorage

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date