

### **JOB DESCRIPTION – R&P Coordinator**

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 R&P Coordinator will actively work with healthcare partners to address initial healthcare needs of newly arrived refugee families by handling scheduling and transportation coordination for Refugee Medical Screenings (RMS). The R&P Coordinator will also coordinate Cultural Orientation (CO) classes and transportation schedules to ensure that these classes are attended within the first 30 days of arrival. This position will work closely with the R&P Program Manager to ensure programmatic compliance regarding RMS and CO completion.

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 Reception & Placement Manager.

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

- Coordinate Refugee Medical Screenings with designated healthcare partners in compliance with ORR program requirements. Document case notes related to provision of services and ongoing healthcare needs.
- Schedule Cultural Orientation classes for all newly arrived refugee adults within 30 days of arrival, including coordination with CO instructor, refugee clients and drivers.
- Coordinate transportation for Refugee Medical Screenings and Cultural Orientation classes working with staff members, third party services and volunteers as necessary.
- Coordinate other medical appointments as needed during the R&P period.
- Ensure timely communication of appointment details with case managers.
- Connect with Health & Wellness team and other programs to update team members on healthcare needs as part of the transition to other programs.
- Cultivate positive relationships with established healthcare partners.
- Work closely with R&P Program Manager by suggesting areas for job clarity, helping set performance goals, and participating in case monitoring and performance reviews.

- Actively engage in professional development, show continued growth in performance, and request training opportunities.
- Comply with internal and external administrative requirements of resettlement, including documentation requirements, internal funding processes, and case management protocols.
- Perform various administrative tasks in compliance with program guidelines and Missouri standards, including but not limited to tracking volunteer hours and in-kind and monetary donations, expressing gratitude, and updating databases.
- Embrace Della Lamb values of LIGHT.
- Eager to learn more about the resettlement process to better identify housing responsive to the needs of incoming clients.
- Perform other duties as assigned.

***Professional Qualifications:***

- Bachelor's degree in communications, business, social work, nonprofit management, or related fields preferred.
- Outstanding organizational, leadership, and team-building skills.
- Cultural intelligence and experience working with refugees and immigrants preferred.
- Strong verbal and written communication skills.
- Strong attention-to-detail.
- Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.
- Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
- Proven ability to work under pressure with administrative deadlines and manage multiple priorities in a dynamic environment.
- Must be able to lift 50 lbs.
- Ability to work nights and weekends as required.