



## **The Immigrant Welcome Center**

### **Job Description: Manager of Natural Helpers and Immigrant Support**

**Department:** Administration

**Status:** Full-time, exempt

**Supervisor:** COO

**Supervising:** Community Navigator (1 full-time) and Natural Helper Specialist (1+ part-time)

**Salary:** \$47,000-\$67,000 (based on experience and education)

**Location:** Indianapolis, IN (In-office 3 days a week, hybrid 2 days a week)

**Date Posted:** July 2025

#### **About Us**

Immigrant Welcome Center (IWC) empowers our immigrant neighbors to thrive here in Indiana by connecting them to educational, legal, language and community partner resources. IWC team members enjoy a collaborative, accountable, equitable, and trusting environment. To our staff, we offer a flexible work environment, mission-focused culture, and supportive benefits that support healthy integration of work and life demands.

#### **Position Summary**

The Manager of Natural Helpers and Immigrant Support is to help those directly assisting our immigrant neighbors. Their role is to build and nurture a thriving program that supports IWC's mission and provides meaningful experiences for volunteers and clients. This position is primarily responsible for recruiting and providing general onboarding for all program volunteers. Additionally, they are responsible for training, supporting, and retaining Natural Helpers. They also supervise our community navigator staff, as well as activate and supervise Natural Helper Specialist when working with direct communities.

#### **Responsibilities**

##### **Natural Helpers Program**

- Recruit volunteers to be Natural Helpers who connect our clients with resources.
- Develop trainings that aligns with supporting our community needs.
- Retain Natural Helpers by providing ongoing support.
- Check-in with all Natural Helpers regularly.
- Bring forward community partner presentations and resources to volunteers.
- Define, track and monitor key performance indicators.
- Assist with grant applications and reporting requirements.
- Monitor and evaluate volunteer performance and program outcomes.

##### **Program Volunteers**

- Screen new volunteers and provide them with general onboarding to IWC.
- Collaborate with programs to create processes and support for programming staff with volunteers.

##### **Community Navigator and Natural Helper Specialist**

- Supervise the community navigator and any Natural Helper Specialists.
- Provide support and resources that enhance their roles.
- Participate and support in activities related to their duties.



#### General Organization Support

- Collaborate to create internal communications protocols and procedures.
- Communicate effectively across cultures and diverse stakeholders.
- Participate in department and all-staff activities
- Live out our values of equity, accountability, collaboration, and trust.
- Other duties as assigned.

#### **Success Indicators**

Success in this role is indicated by the following:

- Ensuring the Natural Helpers and volunteers have resources needed to support our clients.
- Successful supervisees who are thriving in their roles.
- Collect program data in an organized and meaningful way to report with stakeholders.
- Display a positive attitude about the rights and opportunities for immigrants
- Foster camaraderie with colleagues, board members, volunteers, community partners, and other stakeholders.

#### **Work Responsibilities & Requirements**

- Hybrid schedule: 3 days in the office, 2 days hybrid
- Flexible working schedules, 8-hour shift Monday – Friday
- Evening and weekend work is required (flextime available)
- Extensive administrative work on a computer and phone
- Any other duties and responsibilities assigned by IWC Leadership

#### **Required Qualifications & Skills**

- Bachelor's degree (accepted from any accredited university) in related field.
- 3+ years of experience in non-profit management, public policy, or community development
- Fluent in speaking, reading, and writing in English.
- Clear communication skills, verbal, written, and presentation.
- Excellent organizational skills
- Proficiency and ease with CRMs and Microsoft Office suite.
- Ability to meet deadlines and handle various projects simultaneously
- Strong interpersonal skills to continue trust and collaboration
- Lived immigrant experience and/or working with immigrant community
- Authorized to work in the United States

#### **Preferred Qualifications**

- Certificates and post graduate education
- Experience with volunteerism
- Case management and/or community engagement background.

#### **EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER:**

IWC is proud to be an equal opportunity employer that is committed to serving our community in a impactful way. We recruit, employ, train, compensate, and promote without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any category protected by law.

*\*\*This is an immediate opening, applications will be reviewed on a rolling basis.\*\**

Please email your resume, cover letter, and references to our COO, Christina Arrom Garza ([carrom@immigrantwelcomecenter.org](mailto:carrom@immigrantwelcomecenter.org)). Subject line should read: Applicant for Manager of Natural Helpers and Immigrant Support.