



VOLUNTEER & HOTLINE COORDINATOR JOB DESCRIPTION

The Florida Immigrant Coalition (FLIC) is a statewide coalition of more than 65 member Organizations and over 100 allies. We are led by our membership – grassroots and community Organizations, farmworkers, youth, advocates, lawyers, unions, and others. Our Mission is to amplify the power of immigrant communities to impact the root causes of inequality, defending and protecting basic human rights, including the right to live without fear.

FNA and the Hotline

Since 2012, FLIC created the Florida New Americans (FNA) to provide naturalization services to the community through citizenship clinics.

In 2017, FLIC enhanced its Hotline to provide around-the-clock information to our community. The "Hotline" includes Access to College, Citizenship, and Protect the People. The Hotline is operated by a staff-volunteer model that aims to provide high-quality assistance in a wide range of needs to the immigrant community.

Responsibilities:

FLIC HOTLINE

1. Be ultimately responsible for the successful outcome and impact of the use of the Hotline.
2. Develop policies, procedures, and protocols for handling hotline calls and for managing volunteers.
3. Strategically engage callers and volunteers into movement-building activities in coordination with the Director of Membership and Organizing.
4. Promote the use of the Hotline in targeted communities in coordination with the communications manager, the Director of Services, and partners.
5. Analyze data and generate reports from the usage of the Hotline that include metrics, trends, and anecdotal stories/testimonies for continuous improvement.

FLIC VOLUNTEERS

1. Be ultimately responsible for the successful *management* of volunteers for FLIC's service department.
2. Develop and improve policies, procedures, and protocols for managing volunteers.
3. Recruit, interview, train, and manage volunteers for services, both legal and non-legal, ensuring coverage of a determined schedule.

4. Liaise with partners to ensure a solid volunteer recruitment strategy according to FNA Clinic's needs, with the coordinator of the Citizenship Coordinator and the Director of Services.
5. Plan, coordinate, execute and evaluate with the FNA Team the events where volunteers are needed.

Qualifications:

A successful candidate takes the initiative independently and is able to work in a collaborative, fluid team environment; be committed to social justice and immigrant rights.

Additional desired qualifications:

- Ability to manage multiple tasks and deadlines and work in a fluid and fast-paced environment
- Experience with Zendesk and Google Applications, including Drive, Forms, Sheets.
- Collaborative and team-oriented work style
- Bilingual Preferred.

Hours: Full Time / Exempt
