



Overcomers Refugee Services

educate • empower • engage

Job Title: Volunteer and Outreach Coordinator

Location: Concord, NH

Reports To: Program Director / Executive Director

Schedule: Part time 15-20 hrs. per week.

Compensation: \$20-25 per hour

Organization Overview:

Overcomers Refugee Services is a nonprofit organization whose mission is to educate, empower, and engage refugees as they rebuild their lives in New Hampshire communities. We provide comprehensive services including case management, housing assistance, employment support, and cultural orientation to help newcomers achieve stability and long-term self-sufficiency.

Position Summary:

The Volunteer Coordinator/Outreach Specialist Contractor will strengthen and manage Overcomers' established volunteer program. This role focuses on improving systems for recruiting, onboarding, supporting and recognizing volunteers, while keeping everything organized, efficient, and responsive to changing needs. play a critical role in building and maintaining a strong and engaged community to supp This position will also be responsible for community outreach and engagement to expand knowledge of Overcomers services in the community.

Key Responsibilities:

Volunteer Coordination

- Assess and recommend improvements to volunteer training processes/programs tailored to various roles (e.g., tutoring, transportation, mentoring, volunteer coordination).
- Recruit and onboard new volunteers through outreach, interviews, background checks, and orientation.
- Match volunteers with appropriate opportunities based on skills, availability, and interests.
- Ensure that volunteers provide documentation of service including hours tracking and contact information.
- Communicate regularly with volunteers to provide updates, support, and recognition.

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- Collaborate with program staff to identify volunteer needs and ensure alignment with client services.
- Organize volunteer appreciation events and recognition efforts.
- Evaluate volunteer feedback and implement ongoing improvements to enhance volunteer experience.
- Assist in creating promotional materials and managing volunteer-related content on social media or the organization's website.
- Ensure compliance with organizational policies and best practices in volunteer management.

Outreach

- Develop and maintain a directory of community partners (resettlement agencies, schools, faith groups, clinics, etc.).
- Conduct at visits/meetings with partner organizations.
- Prepare a monthly outreach activity report for leadership and funders.

Qualifications:

- Great organization and process skills. A strong ability to see ways of creating repeatable processes that can easily be followed by others.
- Passion for refugee and immigrant support services.
- Previous experience in volunteer coordination, community engagement, or nonprofit work preferred.
- Strong organizational and communication skills.
- Ability to work independently and manage multiple tasks.
- Culturally sensitive, compassionate, and inclusive.
- Proficiency in Microsoft Office, Google Workspace, and volunteer management platforms (Monday.com) is a- plus.
- Flexible schedule, with occasional evening or weekend hours as needed (preferable)

Working Conditions:

- Hybrid or remote work options may be available.
- Occasional local travel required to meet with volunteers or attend community events.
- Must be able to work in a fast-paced, culturally diverse environment.

To Apply:

Please submit a resume and a brief cover letter outlining your interest and relevant experience to adminsupport@overcomersnh.org