



Friends of Refugees

ROLE: Parwana Program Administrator

STATUS: Part-Time, 26-30 per week

LOCATION: Onsite in Clarkston, GA with limited remote work

DIRECT SUPERVISOR: Refugee Family Literacy Manager

LAST UPDATED: September 3, 2025

Position Purpose

The **Parwana Program Administrator** oversees the daily operations of a literacy program focused on teaching pre-literate refugee women. The Administrator will ensure a stable, supportive classroom environment for students, volunteers, and staff by balancing warm, face-to-face connections with students and volunteers alongside clear communication, program documentation, and contributing to a meaningful and empowering learning experience.

Essential Job Functions:

Oversee Daily Program Administration (50%)

- Create a warm, clean and welcoming classroom environment, including prepping the room before class, providing refreshments during breaks, locking up at end of class
- Greet students, FOR guests, and volunteers warmly; help orient new students and volunteers
- Track and maintain student data (demographic and academic metrics), attendance, and update class rosters in information systems, including AirTable and Google Suite
- Anticipate and deliver support to Parwana teachers, including daily printing, copying, materials prep, and instructional support and purchasing classroom supplies
- Maintain and update key program documents (monthly expense reports, class calendar, orientation documents for students and volunteers, etc.)
- Oversee logistics pertaining to Parwana student recruitment, class registration, and intake appointments, in collaboration with teaching staff and RFL leadership
- Ensure site cleanliness and submit facility-based requests in a timely manner to Refugee Family Literacy Manager
- Assess student and family needs with kindness and discretion, directly handling noncritical concerns while promptly escalating critical issues to the Family Support team
- Coordinate Family Support staff visits to Parwana, in collaboration with supervisor
- Participate in organization-wide projects, as approved by supervisor

Volunteer Coordination (30%)

- Receive, orient and onboard approved FOR individual volunteers (or groups) under direct guidance from the Refugee Family Literacy Manager
- Coordinate Parwana volunteer assignments, ensuring they are matched to appropriate roles and time slots
- Greet classroom volunteers and maintain volunteer attendance logs in the appropriate systems
- Distribute supplies to volunteers to ensure they have up to date materials to support the class session
- Collaborate with FOR staff to recruit new volunteers
- Communicate volunteer absences to the teachers and seek to find volunteer spots
- Ensure volunteers are appreciated, under guidance from the Refugee Family Literacy Manager

Coordinate Communication (20%)

- In collaboration with the teachers, ensure regular communication with students through multiple

- channels—including a students' WhatsApp group—to share reminders and updates
 - Ensure regular communication with volunteers through multiple channels—including email and a volunteer WhatsApp group—to share reminders and updates
 - Serve as the primary liaison for Parwana to the Partner Engagement team, providing appropriate content (brief quotes, stories, photos, metrics), as requested to support fundraising efforts
 - Attend monthly organization-wide FOR staff meetings and events as requested
-

Competencies:

- Enjoys creating a warm, welcoming and joyful space for refugee women
- Exhibits a friendly and cross-culturally aware demeanor
- Strong interpersonal skills, able to work with people from a variety of nationalities, religions, education levels and age ranges
- Highly organized and dependable—manages details with care, both with classroom supplies and program data
- Trustworthy—handles confidential information and student needs with discretion and sensitivity
- A highly responsive communicator—keeps both staff and students informed of updates and changes
- Thrives in a fast-changing environment, while maintaining a peaceful and supportive demeanor
- Highly values education and literacy as a pathway to flourishing

Experience and Qualifications:

- Strongly supportive with FOR's vision, mission, and core values, required
- 2 years of work experience in a role that involves timeliness, organization, and attention to detail, required
- Strong verbal and written skills, required
- Ability to quickly learn and work across a various online platforms (examples: Google Suite, WhatsApp, AirTable, etc.), required
- Fluent in English (spoken and written), required
- 1-2 years of experience working with volunteers, required
- Proven experience (paid or unpaid) in thriving in a collaborative team environment, required
- Able to stand on your feet at regular intervals and lift 15 lbs, required
- At least 1 year of experience with either cross-cultural work or with refugee or immigrant communities, preferred
- Previous experience working in a TESOL classroom setting, preferred
- Due to the cultural nature of the student population, female applicants only