

Home Orientation Coaches

Using provided home orientation curriculum materials, help refugees understand what it means to be a responsible tenant in the U.S. and how to take care of their apartment home and community. Providing this information to a refugee family could be the difference between a clean, safe, and stable home and an eviction.



Job Description

Responsibilities:

- Read through provided materials to become familiar with home orientation curriculum.
- Present the two-part home orientation curriculum to single refugee families or representatives from a small number of refugee families living in the same apartment complex.
- Smile a lot and help the families feel at ease.
- Document any comments or questions that arise during the conversation. If you are able, respond to these comments or questions. This may include filling out a repair request form and submitting it to a WRM staff person or the apartment manager.
- Communicate with designated WRM staff member to give a brief report after each orientation.
- Optional: Provide the natural cleaning supplies discussed in the orientation for the refugee family. They cost approximately \$10 per refugee family.
- Optional: Assist WRM staff in developing or presenting larger group home orientations.

Qualifications:

- Willingness and ability to work within the structure of WRM's mission, policies, and procedures.
- Desire to work cross-culturally with refugees who may have limited English skills.
- Cultural sensitivity, flexibility, patience, and a sense of humor.
- Ability to present sensitive topics tactfully.
- Ability to effectively communicate through an interpreter, if necessary.
- Willingness to work in partnership with the WRM Housing Resource Developer and the WRM Community Engagement Coordinator to ensure best services for the refugees.

Benefits:

- Contribute to a welcoming resettlement experience for a new refugee family.
- Engage yourself in a rich, exciting new culture and learn from the families' experiences.
- Gain knowledge about challenges refugee families face in housing in the U.S., landlord-tenant rights and responsibilities, and making and using natural cleaning supplies.

Time Commitment: A commitment to do at least 3 home orientation sessions after your initial training. Hours will vary according to your own schedule and the availability of interpreters (if necessary).

Location: In the home of a refugee family. Home Orientation Team Volunteers may choose to work with families based in a particular city or county.

How do I become a Home Orientation Coach for a refugee family?

1. Complete the volunteer application and background check form. (Both can be found at the WRM website: <http://www.worldreliefmn.org>)
2. Meet with the WRM Community Engagement Coordinator.
3. Attend a volunteer orientation.
4. Attend a two-part home orientation presented by WRM staff member or experienced volunteer before you present on your own.
5. Establish a plan with the Community Engagement Coordinator for ongoing communication about your availability and upcoming orientations.
6. Report your hours to the Community Engagement Coordinator once a month using the Volunteer Activity Form.

Contact: For more information, please contact Katie Day, Community Engagement Coordinator, at 612-798-4332, or email us at mnvolunteers@wr.org.