

## Resettlement Services Volunteer



Partner with World Relief's Case Management team in welcoming and providing Reception & Placement services for refugees throughout the 90 day resettlement period by **transporting clients to various appointments and remaining with them throughout the appointment to ensure its completion.** Types of appointments include: applying for public assistance at the county, applying for Social Security cards, ESL and school registration, applying for a state ID at a DMV office, WIC appointments, trips to the grocery store, doctor appointments, and clothing closet or furniture appointments. You will have the opportunity to interact with refugees from various cultural backgrounds and learn much about our area's local government services and social services systems.

### Job Description

#### Responsibilities:

- Transport clients to their appointments, and remain with them throughout the appointment to ensure its completion.
- If necessary forms have not already been prepared, assist clients in filling them out. This may require seeking out an interpreter at the place of appointment.
- Smile a lot and help the client feel at ease.
- Communicate with designated WRM staff member to give a brief report after each appointment.
- Types of appointments: Public assistance at the county, Social Security office, ESL and school registration, DMV for state ID application, WIC appointments, grocery store to follow up on WIC appointment, doctor appointments, clothing closet or furniture appointments.

#### Qualifications:

- No previous experience necessary – your English skills are all that is needed to navigate through the appointments.
- 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.

- Comfortable being independent of WRM staff and following your instincts during appointments.
- Willingness to learn-as-you-go after initial orientation.
- Willingness to work in partnership with WRM Case Management Team (when applicable) and the WRM Community Engagement Coordinator to ensure best services for the client.
- Access to a vehicle (with a valid driver's license and proof of insurance) or knowledge of the Twin Cities' public transportation systems, and willingness to provide transportation for clients.

**Benefits:**

- Contribute to a welcoming resettlement experience for a new refugee family.
- Engage yourself in rich, exciting new cultures and learn from the families' experiences.
- Gain knowledge about and experience of local government services and social services systems.

**Time Commitment:** At least twice a month for a minimum of 3 months, or at least once a month for a minimum of 6 months. Hours will vary, but will be flexible according to your schedule. Weekday opportunities only.

**Location:** In the field. Resettlement Team Volunteers may choose to assist families based in a particular city or county, or assist families going to one particular kind of appointment (social security office, ESL registration, etc.). Volunteers may need to travel throughout the metro area to bring the families to their appointments.

**How do I become a volunteer in Refugee Resettlement Services?**

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. WRM Community Engagement Coordinator can accompany you to your first appointment with a family if you choose.
5. Establish a plan with Community Engagement Coordinator for ongoing communication about your availability and upcoming appointments.
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](mailto:mnvolunteers@wr.org).