

## Transportation Assistants for Refugees Seeking Jobs

In order to become self-sufficient, refugees must be able to access their cash assistance and find employment. Transportation is one of the largest barriers for refugees attempting to accomplish these tasks. For refugees enrolled in WRM's Employment Services Department or Refugee Cash Assistance (RCA) program, you can eliminate this barrier by providing transportation or accompanying them on the bus to job interviews, first days of work, or appointments with the RCA Coordinator.



### **Job Description**

#### Responsibilities:

- Help refugee clients enrolled in WRM's Employment Services Department or Refugee Cash Assistance (RCA) program get to appointments which put them on the path towards self-sufficiency. These types of appointments include job interviews, first days of work, and appointments with WRM's RCA Coordinator.
- Depending on the client's needs and the type of appointment, Transportation Assistants may drive the clients or show them how to take the bus to their final destination.
- Transportation Assistants are not required to, but may, remain with the client during the appointment. If a Transportation Assistant chooses not to stay for the appointment, he or she must return to help the client get home.
- Smile a lot and help the client feel at ease.
- Communicate with designated WRM staff member to give a brief report after each appointment.

#### Qualifications:

- No previous experience necessary.
- 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 volunteering without the presence of WRM staff
- 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:

- Newly arrived refugees face many stressful challenges on a daily basis, including trying to navigate the public transportation system to venture to new places. By helping clients get to and from important appointments, you will directly relieve from the clients' shoulders the great amount of stress associated with that challenge. This will allow the clients to better focus on the task ahead at the appointment, rather than on how they will get to the appointment.
- By ensuring that a client arrives on time for certain appointments, you will increase their chances of being hired by an employer.
- You will have the opportunity to engage yourself in rich, exciting new cultures and learn from clients' experiences.
- This is a great opportunity for those who: are new to working with refugees, are currently not able to make an extensive time commitment as a volunteer, are interested in meeting people from various cultural backgrounds, or would like an ongoing volunteer opportunity but cannot commit to specific days or times far in advance.

Time Commitment: One time or on-going according to your availability. Hours will vary, but will be flexible according to your schedule. Weekday or evening opportunities only.

Location: Location will vary, depending on the type of appointment. Transportation Assistants meet clients at their home and bring them to an employer's office or the World Relief Minnesota office. Transportation Assistants may choose to assist families based in a particular city or county, or assist families going to one particular kind of appointment.

**How do I become a Transportation Assistant for refugees?**

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. Establish a plan with Community Engagement Coordinator for ongoing communication about your availability and upcoming appointments.
5. 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).