

Resettlement Services Volunteer



Partner with Arrive Ministries' Case Management team in welcoming and providing Reception & Placement (Resettlement) Services for refugees throughout the 90 day resettlement period by **transporting and accompanying clients to various appointments and/or assisting case management staff with pre-arrival preparation. The purpose of these appointments is to create a welcoming environment for new arrivals and start them on the path to self-sufficiency.** 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, clothing closet or furniture appointments, furniture delivery and apartment set-up. 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.

Volunteer Description

Responsibilities:

- Transport clients to their appointments and remain with them throughout the appointment to ensure its completion and/or set up apartments for new arrivals.
- 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 Arrive Ministries 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, furniture delivery or apartment set up.

Qualifications:

- No previous experience necessary.
- Willingness and ability to work within the structure of Arrive Ministries' 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 Arrive Ministries staff and following your instincts during appointments.
- Willingness to learn-as-you-go after initial orientation.
- Willingness to work in partnership with Arrive Ministries Case Management Team (when applicable) and the Arrive Ministries Volunteer Coordinator to ensure best services for the client.
- Access to a vehicle (with a valid driver's license and proof of insurance) and willingness to provide transportation for clients or to assist the case management team with pre-arrival preparation.

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.
- Make a tangible, positive impact on the quality of assistance being provided to new refugees.

Time Commitment: We ask that social service volunteers are able to commit to at least two half-days per month for 6 months. Weekday opportunities only.

Location: In the field. Resettlement 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 Arrive Ministries website: arriveministries.org)
2. Participate in a phone interview with the Arrive Ministries Volunteer Coordinator.
3. Attend a volunteer orientation.
4. Arrive Ministries staff member or experienced volunteer can accompany you to your first appointment with a family if you choose.
5. Establish a plan with Volunteer Coordinator for ongoing communication about your availability and upcoming appointments.
6. After each appointment, check in with Arrive Ministries Volunteer Program team to verify that the appointment was completed successfully and inform staff about any necessary follow-up with the refugee.

Contact: For more information, please contact Arrive Ministries' Volunteer Department at 612-866-0462 or email us at mnvolunteers@arriveministries.org.