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## Employment Mentor

**VOLUNTEERS** serve the refugee clientele at Arrive Ministries, offering support as they navigate the U.S. workforce and seek to find a job suitable to their abilities and experiences. Volunteers act as job mentors for refugees, providing services in one or more of the following areas of employment support. Emphasis and particular tasks may vary depending on each client/case.

### **Professional Development**

Helping refugees identify what skills and strengths they have is an important step in the job search. Often, refugees do not realize they have job experience or skills that employers desire. Refugees need to learn how to communicate those skills effectively to potential employers and how to acquire new ones they are lacking to be employable in the U.S.

### **Basic skills**

Many refugees come to the U.S. without skills necessary for many jobs. The volunteer will identify which skills a client is lacking and either help clients directly or connect the client to resources that will support the client's needs. To enhance client employability, volunteer job mentors may address such skills as computer usage (word processing), math (addition, subtraction, fractions, percentages), knowledge of public transportation (Google maps), communication (approaching potential employers), and English (employment vocabulary).

### **Job Searching**

Many refugees find it difficult to pursue employment on their own due to limited English, lack of computer access or knowledge of the Minnesota job market. The volunteer will teach clients how to search job boards, understand qualification requirements and complete online applications by recognizing key words and answering questions accurately. Learning these skills should also help equip clients with finding further employment in the future.

### **Interview Coaching**

As an interview coach, the volunteer would help clients practice phone screenings and teach them how to talk about himself or herself in an interview setting. One focus being on *“tell me about a time when you had to”*... questions as refugees often find those to be the most challenging. The volunteer will also debrief the refugee after a job interview to help them grow through the interviewing process.

### **On-going support**

After a client has obtained a job, often he or she still needs support in navigating U.S. job culture. The volunteer may work with the client on employment-specific English vocabulary, dealing with conflict in the workplace and professional development opportunities to move towards a better position.

As a volunteer with Arrive Ministries, you will be supporting individuals with diverse backgrounds and various professional experiences. In most cases, our clients have lived through trauma, dislocation and loss which has impacted their emotional well-being and now affects their ability to acclimate smoothly. With sensitivity to each client’s personal history, your role is to be a **friend** to a refugee and support them as they transition into American life and culture.

Our interest is to facilitate self-sustainability in the refugee community. As your relationship develops, we hope that you have the opportunity to develop a connection but make sure to use discretion in relational boundaries, both personal and financial. No one wants a situation where unreasonable expectations are created with the client for yourself or for our organization in providing services. If you ever have questions, please speak to the employment services staff who will be happy to provide guidance.

### **Time commitment**

4- 6 weeks of weekly meetings (depending on client needs).

We will try to accommodate your specific interests (location, gender, ethnicity, skills) when matching you with a refugee. Our hope is that even after your initial commitment is over you would still be available to continue in your relationship with this client.

### **How do I become an Employment Mentor?**

1. Complete the [volunteer application](#).
2. Read, sign and return our Statement of Faith, Code of Conduct, Core Values, and Statement on Contextualization documents.
3. Attend a volunteer orientation.
4. Submit a background check.

5. Meet your mentoree! If you desire, the Volunteer Coordinator will meet with you and your mentoree to facilitate the introduction.
6. Visit your mentoree on a regular basis and maintain communication with the Arrive Ministries Volunteer Coordinator. Report your hours to the Volunteer Coordinator using the Volunteer Activity Form.

Contact: For more information, please contact Arrive Ministries' Volunteer Department at 612-746-5633 or email us at [mnvolunteers@arriveministries.org](mailto:mnvolunteers@arriveministries.org).