

GNT Team Roles

Many teams divide responsibilities among members, ensuring everyone on the team gets involved and share the workload. **We find it best to assign a point person to oversee each category that the GNT agrees to help with. The point person assures completion of each task that the team commits to in the GNT Agreement that falls under their category.** Having one person that all team members refer to and share information with for each category also helps avoid confusion and unnecessary doubling of efforts by the team. Based on the size of the group, the level of responsibility within different categories and availability, some team members may oversee more than one category, and there may be categories that the team does not agree to engage in and therefore does not assign a point person.

Team Lead

- Help coordinate the GNT as a whole
- Assure team members are fulfilling their responsibilities
- Various other roles, as described below

Transportation Coordinator

- Primary point of contact for transportation to and from Doctors appointments, ESL classes, Dentist appointments, job interviews, etc.
- Various other roles, as described below

Community Orientation Coordinator

- Primary point of contact for family getting acclimated to life in Rochester
- Plan fun visits to local parks, homes, public market, etc.
- Various other roles, as described below

Education Coordinator (This is an optional role for GNTs)

- Assist adults with enrollment in ESL classes
- Assist parents with enrolling children in school
- Various other roles, as described below

Employment Coordinator (This is an optional role for GNTs)

- Assist with creating job resume
- Assist with seeking out and preparing for employment opportunities
- Various other roles, as described below

Housing Coordinator (This is an optional role for GNTs)

- Help World Relief Staff find suitable housing
- Coordinate acquiring desired additional household furnishings and kits
- Various other roles, as described below

Team Lead

Objectives:

- Create team and oversee each member's application process
- Help coordinate communication and appointments among the group as a whole
- Function as the primary contact for World Relief Staff
- Assure team members are fulfilling their responsibilities
- Lead group meetings and debriefs
- Assure team members log time and donations in Track it Forward (TIF)

Description:

The Team Lead's goal is to organize and coordinate the volunteer team so that they are available and effective in supporting the refugee family. The GNT Lead will be the primary contact for World Relief. Furthermore, if the World Relief caseworker needs documentation, the Team Lead will be responsible for providing the information to World Relief.

The Team Lead makes sure the team is logging activity each week for case notes, and staying in communication with challenges, successes, and questions. We encourage the person in this role to be someone who has a **flexible schedule** and a basic understanding of every role. A successful Team Lead also has an ability to listen to each team member, learn alongside the team, help the team stay organized, and encourage teammates.

Training:

In addition to the regular trainings, the Team Lead will also meet separately with a World Relief Staff member at least once pre-arrival and on the First, Third, and Sixth month after being paired with a family. Additionally, the Team Lead is encouraged to read through the [volunteer toolkit](#) on our website, and take some of our free online courses, listed below. This will help the Team Lead learn more about best practices, gain a working knowledge of every position on the GNT, and answer the GNTs questions. Ultimately, this will help the Team Lead build a cohesive and communicative GNT community!

Time Commitment:

This position should take roughly **five hours per week** for the first **eight weeks** after being matched with a family. Barring any crises in subsequent months, the Team Lead should be more hands off in months three to six, but they will be responsible for keeping an open line of communication with World Relief, coordinating team trainings, and navigating any changes in employment, housing, size of family, etc.

Recommended Courses:

[Friendships: Navigating the Effects of Trauma](#)

[Navigating Friendships](#)

[Welcoming the Stranger Individual Study](#)

Transportation Coordinator

Objectives:

- Assist with transportation to and from Doctors appointments, ESL classes, Dentist appointments, job interviews, etc.
- Assist in securing driver's permits
- Assist in providing access and guidance to public transportation options
- Assist with planning long-term transportation solutions

Description:

The transportation coordinator's goal is to support the family by helping them navigate transportation options around the Rochester area. After arrival, participants will be issued a bus pass. It's the Transportation Coordinator's job to organize transit to and from OACES classes, health appointments, and job interviews, as the team is able. We encourage you to drive the family to OACES for the first few weeks and then take the bus with them for a few weeks after that.

We **discourage** our clients from **buying a car** until they are financially stable. The transportation coordinator should work in conjunction with the Employment Coordinator to build a budget with the family and explain to them the cost of insurance, gas, maintenance, etc.

Training:

In addition to the regular trainings, the Transportation Coordinator is encouraged to check out the [Transportation Team Toolkit](#) on our website. We also encourage you to sign up for transportation opportunities prior to the arrival of the family and take some of our free online courses, listed below. This will allow the Transportation Coordinator to learn more about best practices, gain experience, and answer questions the GNT has.

Time Commitment:

This position may take roughly **four to five hours per week** and be active for the first **eight weeks** after being matched with a family. Approaching month three, the transportation coordinator should be hands off and allow the family to transport themselves as they build confidence and develop a working knowledge of bus lines and transfers.

Recommended Courses:

[Friendships: Embracing Socio-Economic Differences](#)

[Friendships: Navigating the Effects of Trauma](#)

[Friendships: Embracing Cultural Differences](#)

Community Orientation Coordinator

Objectives:

- Primary point of contact for family getting acclimated to life in Rochester
- Help family learn where nearest laundromat is and explain how to use it
- Plan fun visits to local parks, homes, public market, etc.
- Make sure family understands how to navigate the grocery store
- Help family acquire desired additional resources like library cards and bicycles

Description:

The Community Orientation Coordinator's goal is to help the family feel welcomed and get acclimated to life in Rochester. We encourage you to set up weekly trips to a culturally appropriate market and other grocery stores as needed. Try to make sure these stores are on accessible bus lines, so the family can access them as they transition towards self-sustainability after three months.

The other primary role of the Community Orientation Coordinator is to help the family build relationships with the local community, feel seen and heard, and get to know our great city and area. Take time to plan regular visits to parks, the library, and other destinations around their home. Additionally, set up meals monthly between the family and different members of the GNT.

Training:

In addition to the regular trainings, the Community Orientation Coordinator is encouraged to check out the [Cultural Companions Toolkit](#) on our website. We also encourage you to develop a list of some of your teams favorite places to visit in Western NY and take some of our free online courses, listed below. This list and courses will help the Community Orientation Coordinator learn more about best practices and answer questions the GNT has regarding Cultural Orientation.

Time Commitment:

This position may take roughly **four to five hours per week** and be active for the first **six weeks** after being matched with a family. Following the first month, this position should take roughly **two to three hours per week**. As the family gets acclimated, and relationships develop between the GNT and the family, this role should become a natural part of life for the entire team.

Recommended Courses:

[Friendships: Embracing Cultural Differences](#)

[Friendships: Embracing Socio-Economic Differences](#)

Education Coordinator

Objectives: (This is an optional role for GNTs)

- Assist adults with enrollment in ESL classes
- Assist parents with enrolling children in school
- Help arrange school bus or other transportation to-and-from school
- Tutor and/or arrange for tutors for ESL and/or children's schooling

Description:

The Education Coordinator supports the family as they learn English or becomes more proficient in the language. If there are school-aged children in the family, the coordinator assists with school enrollment and helps the children with their homework if necessary. The coordinator should **focus particularly on women in the home**, who can easily feel isolated due to childcare responsibilities, pregnancy, and cultural gender norms. The Education Coordinator should also help the family get transportation to and from evening ESL courses at World Relief as the family is able.

Training:

In addition to the regular trainings, the Education Coordinator is encouraged to check out the [Conversation Partners Toolkit](#) on our website. We also encourage you to take some of our free online courses, listed below. This will allow the Education Coordinator to learn more about best practices and answer questions the GNT has regarding education.

Time Commitment:

This position may take roughly **four to five hours per week** for the first **six weeks** after being matched with a family.

Barring any crises in subsequent months, the education coordinator should be more hands off in months two to six of the GNT, but they will be responsible for ensuring the family is receiving ESL support, as needed, for the duration of the family's request.

Recommended Courses:

[English Conversation Partners](#)

[ESL Tutoring](#)

Employment Coordinator

Objectives: (This is an optional role for GNTs)

- Assist with creating job resume
- Assist with seeking out and preparing for employment opportunities
- Assist in setting up a bank account
- Teach paying bills such as rent and utilities
- Coach family on budgeting, managing resources, and building credit history

Description:

The Employment Coordinator assists employable adults in the refugee family get a job within the first few months of their arrival in the US: teach interview skills; help create a CV/resume; and help procure job-suitable clothing.

Additionally, they assist the family in managing their finances: teaching them about credit, rental history, balancing cash/debt flows, and managing a bank account.

Training:

In addition to the regular trainings, the Employment Coordinator is encouraged to take some of our free online courses, listed below. This will allow the Employment Coordinator to learn more about best practices and answer questions the GNT has regarding employment.

Time Commitment:

This position may take roughly **two to three hours per week** after the first month being matched with a family. During the first month the Employment Coordinator should be more hands off to allow the family to settle into rhythms and norms of life. Starting in month two, this volunteer should encourage the employable adults to apply for jobs and assist them with interviews. Please note that the jobs most often secured are typically entry-level and pay minimum wage, even if someone comes with extensive experience in a particular field. Additionally, starting in month two, the Employment Coordinator should encourage the family to open a bank account and begin to pay their own bills, deposit their checks, and do ATM withdrawals.

Recommended Courses:

[Career Mentoring](#)

[Friendships: Embracing Socio-Economic Differences](#)

[Youth Tutoring and Mentoring](#)

Housing Coordinator

Objectives: (This is an optional role for GNTs)

- Assist World Relief housing coordinator(s) find housing for family using church contacts
- Provide home orientation on appliances, maintenance, and utilities
- Coordinate acquiring desired additional household furnishings and kits
- Ensure home is cleaned and set-up with furniture and necessary groceries

Description:

Housing can be difficult to find in Rochester. The housing coordinator's goal is to assist the World Relief Staff in obtaining housing shortly after their placement with a family. Please lean on any personal or church contacts to find appropriate housing.

Please keep in mind the legal maximum number of occupants per apartment is **2 * [number of rooms] + 1**. For example, a four-person family cannot live in a one-bedroom apartment because **2 * 1 bedroom + 1 is 3**. They must live in a two-bedroom.

World Relief asks GNT members to **not** co-sign on a housing application. If the apartment complex requires proof of income, World Relief can generate a **letter of support** to ensure that the family will be able to pay rent.

Training:

In addition to the regular trainings, the Housing Coordinator is encouraged to check out the [Home Team Toolkit](#) and [Host Home Toolkit](#) on our website. We also encourage you to sign up for a Home Team opportunity prior to the arrival of the family and take some of our free online courses, listed below. This will allow the Housing Coordinator to learn more about best practices, build a network of other volunteers to talk with regarding housing, as well as answer any questions their GNT has regarding housing.

Time Commitment:

This position should take roughly **four to five hours per week** for the first **two to three weeks** after being matched with a family, as well as time spent coordinating additional furnishing donations and housing kits.

Barring any crises in subsequent months, the housing coordinator should be more hands-off in months two to six, but they will continue to be responsible for scheduling volunteers to address repair and maintenance needs at the family's request.

Recommended Courses:

[Friendships: Embracing Socio-Economic Differences](#)