world relief

National Volunteer Handbook

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Welcome to World Relief

A letter from the President & CEO

Welcome to World Relief!

We are happy to have you as a member of our team. It is our sincere hope that you will find your time here at World Relief a rewarding experience. Volunteers are of tremendous value to World Relief and without you, we would not be able to conduct high quality programing, provide vital services to our program participants, advocate for change in our communities, and raise funds that are crucial to achieve World Relief's mission.

This volunteer handbook is your reference guide, providing you with an outline of World Relief US Programs' volunteer policies and procedures. On behalf of our Board of Directors and our whole organization, we want to share our deepest gratitude in the work that you do to create change that lasts.

Myal Greene | President & CEO

World Relief Volunteer Handbook

Statement of Purpose

Welcome to the World Relief Team! This handbook was put together as a resource to support your engagement with World Relief as a volunteer. The content within this handbook will help you understand World Relief's history, programs in the United States, volunteer practices and policies as well as the support and resources you are provided as a World Relief volunteer.

World Relief focuses on four main buckets of work: addressing disasters, poverty, violence & oppression and mass displacement of people around the world. As a global humanitarian community, for over 80 years, across 100 countries, we've been connecting people like you to the world's greatest needs—extending your compassion to millions of suffering men, women and children. Together we're creating change that lasts—today, tomorrow and for generations to come.

Here in the United States, you get to be a part of how we as an organization carry out our mission. Our US Programs work focuses on a holistic approach of compassion, advocacy, and practical support, and can be broken down into three distinct, yet integrated, elements:

Provide vital services

When you help us provide vital services, you ensure that the most basic of needs are being met for our immigrant neighbor.

These include: Immigration Legal Services, Employment & Economic Opportunity, Youth & Family Support, Resettlement, Adult Education, Mental Health and Psychosocial Support.

Build just and welcoming communities

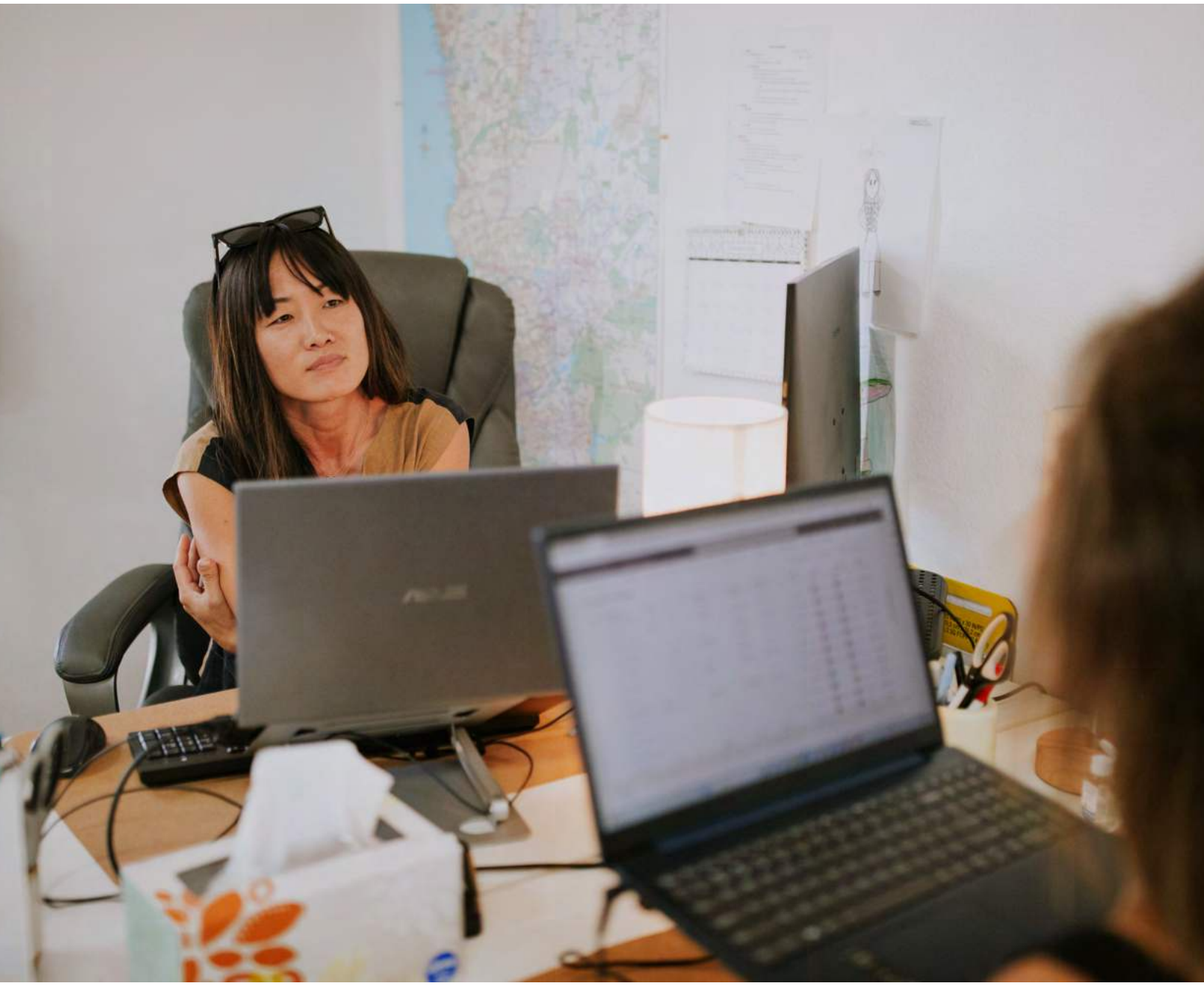
We equip churches and community members with the information they need to educate, advocate and take action with and on behalf of our immigrant neighbor.

We work to change systems and resulting injustices that marginalize refugees and other immigrants in the US.

Bring people together

We connect churches and community members with immigrant families to foster transformative relationships, where both new and long-term community members flourish and find a sense of unity and belonging.

Organizational Overview



About Us

Mission, Vision, Values & Statement of Faith

MISSION & VISION

World Relief boldly engages the world's greatest crises in partnership with the church. We envision thriving, welcoming communities where families flourish, and people experience restorative relationships with God, their neighbors, themselves and all of creation.

VALUES

THE EXAMPLE OF JESUS

We serve those who are suffering from poverty and injustice, regardless of color, belief, or gender, as part of God's plan to redeem, reconcile, and restore the world. We seek to follow Jesus by living holy, humble, and honest lives individually and corporately.

PEOPLE

Staff, volunteers, clients, beneficiaries, donors, and partners are all important actors in fostering peace, love, and justice. We recognize and affirm World Relief as a multicultural organization and seek to understand and respect the multiplicity of cultures among us. As we seek change in the world, we recognize that we, too, are changed, by those we serve.

EXCELLENCE & IMPROVEMENT

In all our program initiatives and support services, following best practices and standards in a manner that is sustainable to the community from a spiritual, social, and economic perspective. We also seek to apply our human and financial resources in ways that maximize impact and sustain benefits to the greatest number of people.

EMPOWERMENT

By prioritizing the leadership and participation of those we serve, whether people, churches, or local institutions, as critical to creating and sustaining change. We seek to catalyze a movement of worldwide volunteers to multiply impact, and we value capacity building as a means towards that end.

PARTNERSHIP

By seeking, facilitating, and promoting collaboration among all stakeholders, including local governments, the worldwide church, mission agencies, other NGO's, and the business community, recognizing partnership as essential to serving the most vulnerable. We believe each expression of the worldwide Church has a unique and interdependent role in bringing peace and justice to the world.

PRAYER

As the priority and foundational to accomplishing our mission.

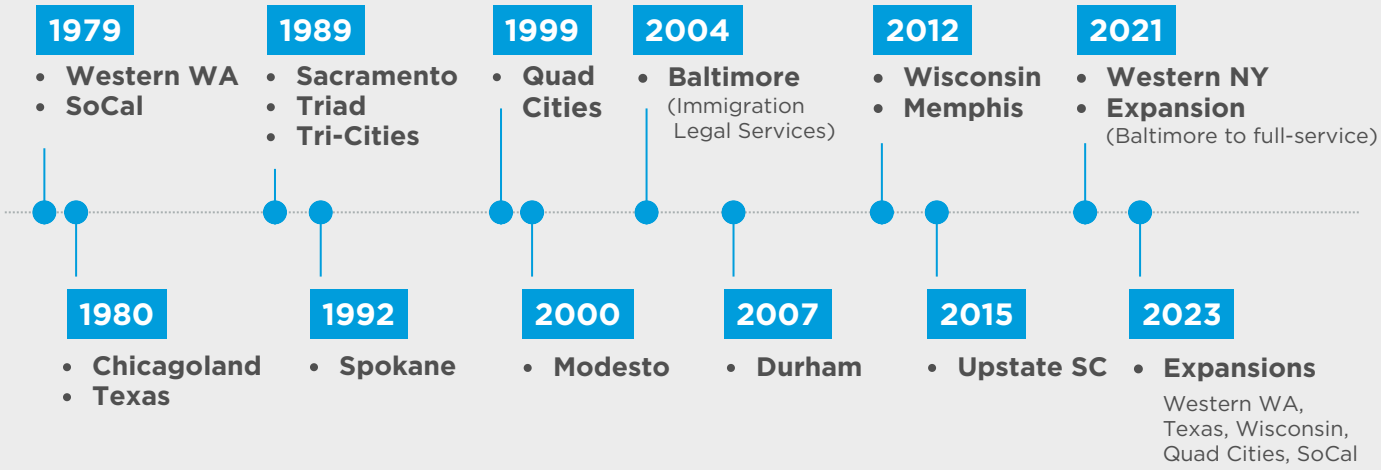
STATEMENT OF FAITH

World Relief is dedicated to empowering the worldwide local church to serve the most vulnerable. Our work is motivated by and modeled after, Jesus Christ and, therefore, faith commitment is essential to achieving our mission.

WE BELIEVE:

- The Bible to be the Inspired, the only infallible, authoritative Word of God.
- That there is one God, eternally existent in three persons: Father, Son, & Holy Spirit.
- In the deity of our Lord Jesus Christ, in His virgin birth, His sinless life, bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
- That for the salvation of lost and sinful people, regeneration by the Holy Spirit is absolutely essential.
- In the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life
- In the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
- In the spiritual unity of believers in our Lord Jesus Christ.

History of World Relief



1940s | World Relief began in NYC and was originally named War Relief Commission, addressing the needs of the current war situation of Europe.

1950s | War Relief Commission is now named World Relief, aid begins in Korea. Church partnership begins to grow internationally.

1960s | Dr. C. N. Hosteller, World Relief's chairman, joins president JFK's "Food for Peace" committee. Aid begins to grow even more internationally in places such as : Taiwan, Egypt, Korea, China, Chile, Burundi, and Vietnam.

1970s | World Relief launches in the United States its refugee resettlement ministry. Becomes the only evangelical agency authorized by the US State Department to resettle refugees.

1980s | World Relief's motto- "When all is said and done, make sure more is done than said." Aid is brought to places such as: the Philippines, El Salvador, Haiti, and Mozambique.

1990s | World Relief responds to Rwandan genocide, as well as the Balkans crisis assisting the war victims of Croatia and Serbia.

2000s | Headquarters is now relocated to Baltimore, Maryland, and within weeks responds to the 9-11 terrorist attacks. More aid is brought worldwide in crises such as Hurricane Katrina and the catastrophic Asia tsunami.

2010s | World Relief has welcomed over 250 thousand refugees in more than 80 countries, partnered with MAP International to respond to the largest Ebola epidemic in history, and celebrated its 70th birthday and 35 years of refugee resettlement in the United States.

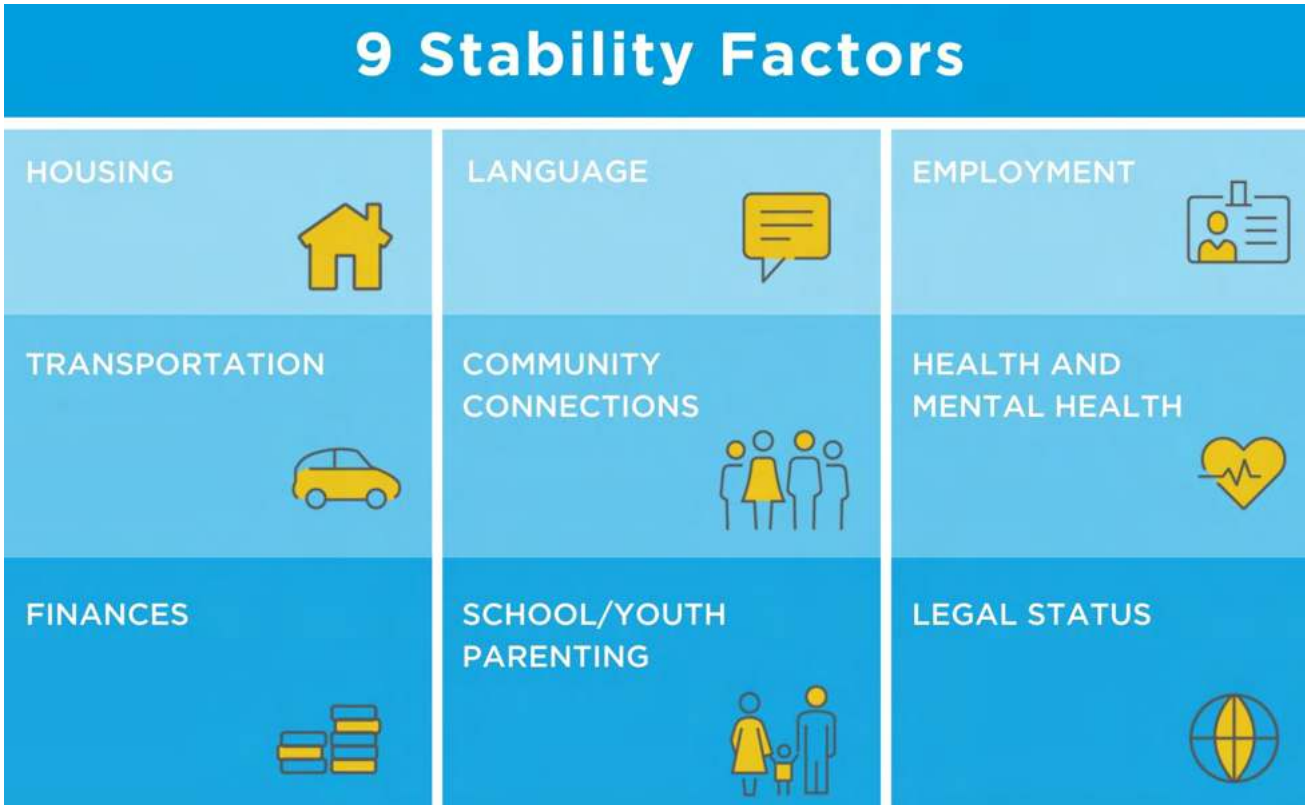
2020s | With the wake of the COVID-19 pandemic, World Relief volunteers continued to serve virtually, serving over 600,000 immigrants in 2021. World Relief was also on the front lines with serving and resettling Afghan humanitarian parolees as they are resettled in the United States and has continued to expand its services and opened additional site locations.

Overview

Programming Model

World Relief is compelled by a vision of restoration, rooted in the belief that every person bears God's image and was made to flourish. That vision shapes everything we do – especially how we walk alongside refugees and other immigrants rebuilding their lives in the United States. Our work focuses on a holistic approach of compassion, advocacy and practical support, which can be categorized into three distinct yet integrated elements: providing critical support, building communities of belonging, and bringing people together.

We care for newcomers holistically, facilitating integration through targeted programming in the areas of Economic Empowerment, Adult Education, Mental Health & Psychosocial Support, Immigration Legal Services and Initial Resettlement. As churches and volunteers lead the way in welcoming and walking with immigrant families, the entire community benefits: relationships deepen, understanding grows and a shared sense of purpose emerges. We believe in mutual transformation. As families and individuals are meaningfully connected to the people and places around them, they move from stability to integration, becoming an integral part of the community where they can truly flourish.



ECONOMIC EMPOWERMENT

World Relief's Economic Empowerment programs are designed to break down barriers and create clear pathways to success. We walk alongside work eligible immigrants, equipping them with the tools, training and networks they need to achieve economic stability and build a life in the U.S. where they can thrive.

ADULT EDUCATION

For many, learning English is one of the greatest challenges they face. Gaps in language affect entire families, making it harder to secure employment, participate in community life, or support their children's academic success. World Relief's Adult Education Services equip individuals and families with the tools and opportunities they need to build stable, fulfilling lives in the United States.

IMMIGRATION LEGAL SERVICES

Through a network of attorneys and Department of Justice-accredited legal practitioners, World Relief provides low-cost, high-quality services for green card applications, work permits, family reunification, naturalization, asylum and more. We also equip church-based churches and community partners across the country with the tools and training they need to expand access in hard-to-reach areas. Our free, multilingual Immigrant Resource Hub offers up-to-date legal information, "Know Your Rights" resources and tools to help immigrants understand and protect their rights. Together, these efforts form a nationwide ministry of justice, helping families find their footing and communities become places of true welcome.

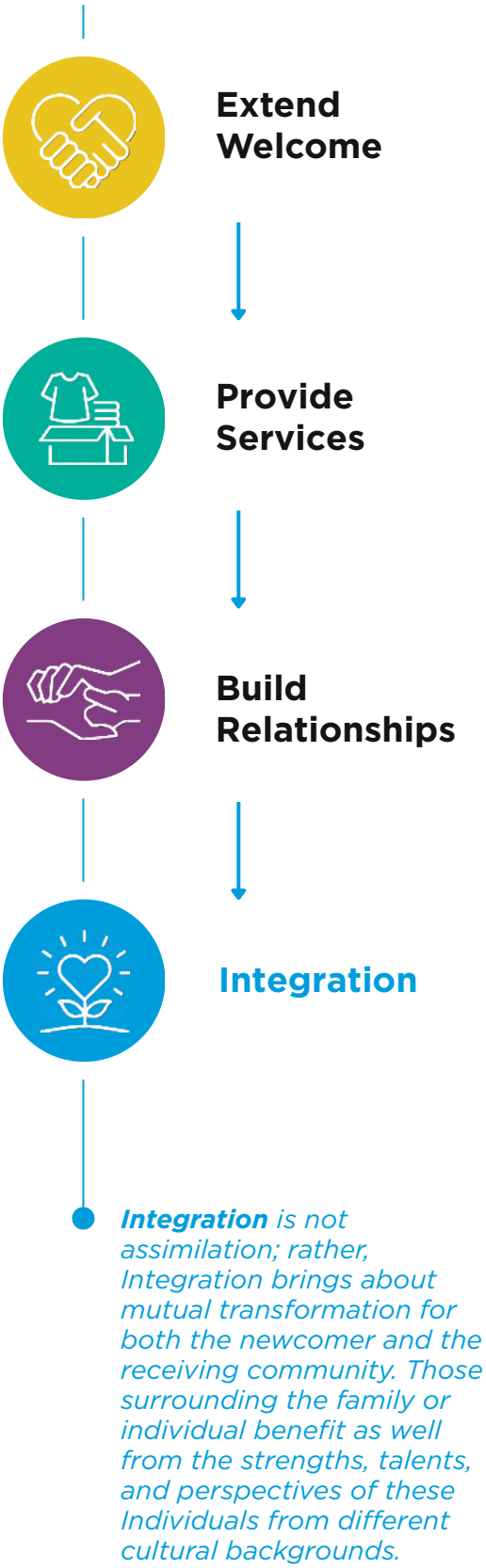
MENTAL HEALTH & PSYCHOSOCIAL SUPPORT

At World Relief, we believe that healing is not only possible but is part of God's redemptive plan. Our mission is to boldly engage the world's greatest crises in partnership with the church – because we believe the church is called to be a refuge, a place of compassion, and a vessel of Christ's restorative love. Through our Mental Health and Psychosocial Support programs, we come alongside immigrant families with care that is practical, culturally relevant and rooted in the deep conviction that every person is made in the image of God and worthy of healing.

INITIAL RESETTLEMENT

World Relief's Initial Resettlement services aim to provide stability for newcomers within the first months of arriving to the United States. Services include airport pickup, housing, food, and transportation, among other stability services. We believe that welcoming newcomers strengthens the social fabric for all.

We continuously innovate our programs to address the needs of newcomers while building on their incredible strength. All our volunteer opportunities are developed around the strengths and needs of our new neighbors and the 9 stability factors.



Impact

2024 at a Glance

For years, World Relief has been one of the primary agencies resettling Ukrainians in the United States. In fact, in the last decade alone, 40% of all Ukrainians resettled in the U.S. have been welcomed by World Relief.

Together, you helped welcome nearly 2,000 Ukrainians fleeing war to communities across the United States.

This experience has brought us closer together and given us a new perspective on how to strengthen our communities in the coming years.

3,342,413
people served globally

4,500+
churches mobilized

26,996
volunteers engaged

76%
of those served internationally
& 66%
of those served in the U.S. were women and children

IN THE UNITED STATES

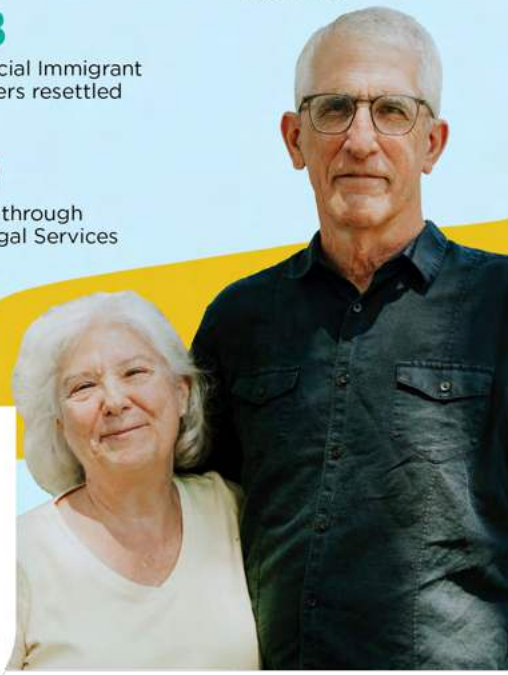
40,460
immigrants served

2,224
Asylees & asylum-seekers supported

12,328
refugees & Special Immigrant Visa (SIV) holders resettled

13,108
clients assisted through Immigration Legal Services

15
denominations participated in Churches of Welcome events in 17 states: NY, NJ, PA, DE, MD, VA, FL, NC, TX, MI, MO, KS, AZ, IA, WI, OK, OH



Why Volunteer with World Relief?

Our work in the US is powered through our network of of thousands of volunteers, who have committed to positively impact the world by dedicating their time, skills and resources. Our volunteer network helps expand our reach to serve millions of people affected by Global Displacement each year.

Volunteer roles include activities like providing a warm welcome by setting up a new home for newcomers, helping refugees access services and find community in their new cities, advocating for just laws and communities, helping immigrants in the U.S. apply for citizenship, mentoring youth, teaching ESL classes and more.

When you volunteer with World Relief, you join us in transforming despair into hope for thousands of refugees and other immigrants across the US. You join us as we fight back against the fear, division and systemic injustice that plagues our nation. And you join us in building stronger communities of love and welcome that we all can feel proud to be a part of.

WHAT DOES IT MEAN TO VOLUNTEER?

To volunteer is to choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one's basic obligation.

At World Relief, we leverage a diverse volunteer workforce inspired and empowered to make a difference in their communities through World Relief's mission.

VALUES FOR VOLUNTEER INVOLVEMENT

- Volunteer involvement is vital to a just and democratic society.
- Civic Responsibility and Participation- It fosters civic responsibility, participation and interaction.
- Community Strengthening- Volunteer involvement strengthens communities.
- Societal Change and Development- It promotes change and development by identifying and responding to community needs.
- Mutuality- Volunteer involvement mutually benefits the volunteer, the organization and society. Our hope is that we will all help one another grow and learn from one another through volunteers engaging with World Relief and the families we partner with.
- Capacity Building- It increases the capacity of organizations to accomplish their goals, and provides volunteers with opportunities to develop and contribute.
- Relationship Fostering- Volunteer involvement is based on relationships.

VOLUNTEER TEAMS

Volunteer teams is an opportunity to partner with World Relief and the community in a team setting, to develop authentic relationships with refugees and immigrants by fostering welcoming communities for mutual transformation.

VIRTUAL/REMOTE VOLUNTEERING

The 2020 Covid-19 pandemic brought to the rise a new wave of volunteering. With the restrictions on in-person volunteering, many organizations including World Relief found creative ways to maximize volunteers remotely. Volunteers who wishes to continue giving their time turned to virtual or remote volunteer opportunities.

Virtual/Remote volunteering enables volunteers to give their time from anywhere, creates more flexibility to volunteering, reduces travel time needed for volunteering and encourages continued engagement despite restrictions.

Together, we're walking with thousands of refugees and other immigrants across the United States as they move with courage and strength beyond survival toward belonging and flourishing

VOLUNTEER RIGHTS & RESPONSIBILITIES

As a volunteer, you have rights and responsibilities. At World Relief, we believe that volunteers are a vital human and community resource and we are committed to supporting volunteers in their engagement with World Relief.

Volunteers have the right to:

- Work in a safe & healthy workplace
- A supportive environment in which to work and contribute
- Effective and meaningful volunteer involvement practices
- Contribute ideas regarding their role or program
- Provide feedback and receive feedback when requested and at regular intervals
- Ask for and receive support from their supervisor when required
- Be accommodated for any ability needs in order to complete tasks responsible for
- Volunteers are expected to act with integrity and be respectful and responsive to others with whom they interact
- Act with respect for World Relief's cause, community, organization and its work
- Fulfill the duties of the role as defined in the position description, efficiently and effectively
- Respect all policies applicable to volunteers
- Notify their supervisor if they are unable to fulfill their duties or miss a shift

World Relief's Commitment

A STATEMENT ON VOLUNTEERISM AND COMMUNITY ENGAGEMENT

As an organization we are committed to architecting a robust volunteer experience by creating flexible and clear pathways of engagement for individuals and groups that include onboarding, training, support, development and recognition, leading to an increase in the number and diversity of high impact volunteers, while maximizing community assets.

A STATEMENT ON MULTICULTURAL OBJECTIVES

World Relief is a multicultural organization and commits to further affirming, embracing and embodying our diversity through our leadership, systems and relationships.

Organizational Policies

PSEAH, Mandated Reporting, Working with Minors, Confidentiality, Social Media-Ethical Storytelling, Non-Proselytizing, Driving with World Relief, and Health & Safety

Protection from Sexual Exploitation, Abuse and Harassment (PSEAH)

World Relief has a zero-tolerance for sexual exploitation, abuse and harassment (SEAH), and is committed to protect any person, child or adult, especially individuals in vulnerable situations, exploitative and abusive relationships.

The need for this policy flows from a recognition that World Relief representatives hold power in relation to the communities we work with, World Relief will ensure the fulfillment of our moral obligation to protect minor children and other vulnerable members of society from abuse exploitation, neglect, and other forms of violence.

First, let's look at the difference between Sexual Abuse, Sexual Exploitation and Sexual Harassment —

- Sexual abuse is any actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

- Sexual exploitation is any actual or attempted abuse of position of vulnerability, differential power, or trust, for sexual purposes, including but not limited to, coercing individuals into engaging in sexual activities in exchange for aid, services, employment opportunities or other benefits.

- Sexual Harassment is a range of unacceptable and unwelcome behaviors and practices of a sexual nature that may include but not limited to, sexual suggestions or demands, requests for sexual favors, sexual verbal or physical conduct or gestures that are or might reasonably be perceived as offensive or humiliating.

Sexual Abuse, Sexual Exploitation and Sexual Harassment are related terms, but they do have subtle distinctions.

World Relief's 9 PSEAH Principles Include:

01. **Equal Rights**
All individuals, children and adults, have equal rights to protection from harm and abuse.

02. **Duty of Care**
World Relief has a duty of care to safeguard individuals in vulnerable situations with whom the organization is in contact with, or who are affected by our work and operations.

- World Relief representatives have an obligation to create and maintain an environment which protects individuals from SEAH encounters;
- Promotes the implementation of the World Relief's code of conduct; and
- Holds managers at all levels responsible for supporting and developing systems which maintain this environment.

03. **Survivor Centered**
World Relief representatives must ensure that all actions related to safeguarding and PSEAH are taken in the best interests of the individuals, in vulnerable situations.

04. **No Second Chances**
Sexual exploitation, abuse or harassment by World Relief representatives constitute acts of gross misconduct and are grounds for termination of employment or contract, and potential prosecution under criminal, civil or military law. Acts of SEAH are an abuse of power and undermine the integrity and impact of World Relief's work.

05. No Sex With Children

Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Ignorance or mistaken belief regarding the age of a child is not a defense.

06. No Abuse of Rank, Role or Position

Any sexual relationship which involves improper use of rank, role or position, or any abuse of power and power imbalances, is prohibited.

07. Don't Hire or Bribe for Sex

Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to program participants.

08. No Dating or Sex with Program Participants

Any dating relationship regardless of sexual intent is prohibited with program participants or anyone receiving benefits from World Relief. Furthermore, sexual relationships between WR Representatives and program participants are prohibited since they are based on inherently unequal power dynamics.

09. Always Report SEAH

Where a World Relief representative develops concerns or suspicions regarding sexual exploitation, abuse or harassment by a World Relief Representative, whether in the same agency or not, they must report such concerns via FaceUp (See details on Page 22 below).

Mandated Reporting

01. Where a World Relief representative develops concerns or suspicions regarding abuse or sexual exploitation by another representative, whether it involves an employee in the organization or a secondary to World Relief, he or she must report such concerns.

02. World Relief representatives have the responsibility to report in good faith any concerns about actual or suspected violations of World Relief's policies or any federal, state or municipal law or regulation governing World Relief operations.

03. Anyone reporting a concern must act in good faith and have reasonable grounds for believing the information disclosed indicates a violation of law and/or ethical standards.

04. World Relief shall take reasonable steps to protect the identity of individuals and keep reports of concerns confidential to the extent possible, consistent with the need to conduct an adequate investigation.

05. World Relief has partnered with FaceUp to establish a unified global reporting platform for incident reports, along with feedback and complaints. FaceUp provides real pathways for people to speak for themselves, ensuring their dignity and agency are centered, which helps World Relief better understand and meet their needs.

FaceUp

WHAT IS FACEUP?

World Relief's unified global reporting platform. Anyone can use FaceUp to submit:

- Safety and security incident reports
- Sensitive complaints / Whistleblower / Misconduct reports
- Grievances (staff, volunteer, and client)
- Non-sensitive (programmatic) complaints
- General feedback, concerns and requests

You can access the form by:

QR CODES

Feedback and Complaints

SCAN THE QR CODE

A UNIQUE LINK

Feedback and Complaints

WEBSITE

Via www.app.FaceUp.com where you can enter World Relief's access code - Feedback & Complaints - **Worldrelief1**

Public FaceUp page

faceup@wr.org

WHY DOES FACEUP MATTER?

World Relief is committed to **excellence** and **integrity**, regularly seeking stakeholder feedback to foster continuous improvement. Our aim is to build a culture of trust where everyone feels safe sharing their honest thoughts. World Relief commits to listening, responding appropriately, and taking ownership of our responsibilities. Though we may not be able fulfillable to fulfil every request, we promise to do what we can within our means, reflecting our dedication to meaningful service.

FaceUp simplifies communication, allowing World Relief to efficiently gather input from those we serve and have an impact on. The FaceUp platform also helps ensure compliance with donor and regulatory requirements, further supporting our commitment to improvement and accountability.

- **Efficiency**
- **Accountability**
- **Mission & Values**
- **Impact**
- **Compliance**

SYSTEM FEATURES

User-Friendly
Anyone can use it! Staff, program participants, volunteers, donors, partners, community members, etc.

Confidential
Anonymous two-way communication allows follow-up with reporters who do not share their name or contact information.

Accessible
Report via web form, mobile app, hotline (in select countries) and manual entry. 113+ languages and voice reports supported.

Efficient
Reports can be collaboratively managed, easily routed to different locations or teams, or escalated to Home Office as needed.

Public FaceUp page

faceup@wr.org

Working With Minors

It is essential that we protect the children under our care. Minors are defined as any youth under the age of 18. Guidelines for safely interacting with minors include:

01. No physical restraint or horse play. Keep physical contact to a minimum. Things like hand-holding to cross the street are appropriate.

02. Monitor your self-disclosure and your language.

03. There should be no isolated one-on-one activity with minors, as that can be misinterpreted. Activities with minor(s) should be conducted in a public setting as often as possible, in groups, or with a parent or guardian present.

04. Do not give rides or engage in one-on-one outings or meetings with a minor.

05. As much as possible, have face-to-face greetings and debriefs with the minor's parents or guardians.

06. Always ensure that another adult or other people are present. Be aware of situations that could be misinterpreted.

07. Treat all children with respect, and do not discriminate or exclude anyone,

- regardless of race, gender, age, religion, ability, sexual orientation, social background, or culture.
- Create an environment for children to safely and meaningfully participate in decisions that involve them.
- When appropriate, encourage children to be open and to talk about any issues they have.

08. Do not agree to engage with minors on social media, and do not accept "Friend" requests or the like from any minor that reaches out to you on social media.

Confidentiality

World Relief recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, World Relief will respect the privacy of personal information of those it serves or employs. Each volunteer's privacy is also protected.

Volunteers are also responsible for maintaining confidentiality of all information they are exposed to while serving as a volunteer. This information may involve a single staff, volunteer, client, and others or involve overall program or agency business. Failure to maintain confidentiality shall result in termination of the volunteer relationship or appropriate corrective action.

Any and all client or donor information including names, addresses, phone numbers and other data should not be shared without informed consent.

World Relief will not share any client information with volunteers unless:

- The client has agreed to receive volunteer services
- You, the volunteer, have completed and passed a criminal background check and are an approved WR volunteer

Care should be taken when using written or recorded communication like texts, voicemails, and emails, or any identifying information about the person you are working with.

Social Media & Ethical Storytelling

This Policy states that permission must be sought from clients when there is an intention to use their names, stories, or images on social media or any other public platform. Clients must sign release forms for this to be permissible.

Volunteers have an official relationship with the agency and are asked to refrain from representing the agency as such via social media.

It is World Relief's preference that volunteers do not take photos of clients, even if verbal permission is granted, less the power dynamic in the relationship be skewed towards the volunteer. We wish to avoid a situation where a client may feel that they cannot say no to you because of your position as a volunteer for World Relief where they are receiving services.

If the client requests that the volunteer take a picture with them or of them, then this is acceptable.

Non-Proselytizing

World Relief is dedicated to empowering the worldwide local church to serve the most vulnerable. While our Christian faith is an integral part of who we are as an organization, our programs and services are offered equally to all eligible individuals solely on the basis of need.

We do not discriminate in the provision of services based on religion or political affiliation, among other criteria. Our program participants and beneficiaries are not required to profess a certain faith or political opinion nor are they required to participate in religious or political activities in order to receive services. The profession of a particular faith or political affiliation will not secure preferential treatment or additional benefits of any kind for the participant or beneficiary.

As an organization, we do not condone proselytization, which is the use of coercion to force someone to convert to a particular religion or political party. Neither do we utilize funding to conduct activities associated with proselytization.

In serving clients, many of whom have experienced traumatizing situations including persecution, it is vital that all staff, volunteers, interns, and contractors be particularly sensitive to avoid even implied expectations of religious or political conformity. Volunteers and interns should be mindful and respectful of the cultural context and faith traditions of those individuals whom we serve. Whether an individual is a Christian or not, and whether we believe they may ever become a Christian or not, our firm policy at World Relief is to provide the same caring service to all.

Driving With World Relief

The safety and well-being of drivers and all passengers is of critical importance to World Relief. The attitude volunteers take when behind the wheel is the single most important factor in driving safely. A driver has a responsibility to not only protect themselves when on the road but also must do their part to protect those drivers and passengers around them.

Volunteers providing transportation to our clients play an important role as an example of safe driving to our clients about learning about driving in America. World Relief will not ask volunteers to teach a client to drive, unless that volunteer is a professional instructor and donating professional services. There is too much risk involved to make this a viable role volunteers can serve in.

In order for a volunteer to drive clients on behalf of World Relief, the following requirements must be met:

- An approved Criminal and Motor Vehicle Record Check.
- Only qualified drivers are permitted to operate a World Relief vehicle or drive on World Relief business.
- Drivers must be at least 18 years of age to operate a World Relief vehicle. Other age restrictions may apply depending on local office vehicle insurance policies.
- A valid driver's license is required to operate a World Relief vehicle and drive while on World Relief business.
- Regular drivers who operate WR vehicles on a weekly basis must complete an annual defensive driving course.
- Volunteers are required to renew their motor vehicle record check annually through WR's Background Check platform.

- Serious misuse of vehicles and/or inappropriate driving behavior may be grounds for dismissal.

- Car seats are provided and to be used when transporting children.

USE OF PERSONAL AUTOMOBILES

Volunteers may use their personal vehicle for official business when World Relief owned vehicles are not available. A volunteer must be covered by an appropriate level of personal insurance. Volunteers must also pass a Motor Vehicle Review (MVR) before being approved to transport refugee clients in their personal vehicle for World Relief business.

WORLD RELIEF-OWNED VEHICLES

World Relief vehicles are provided to eligible volunteers to enable them to efficiently perform critical job functions for the organization. Before being approved to drive a World Relief vehicle, you must pass a simple driving test administered by a World Relief staff member.

TEACHING FAMILIES AND PROGRAM PARTICIPANTS TO DRIVE

Due to the high risk involved in this activity, volunteers do not teach driving. However, volunteers can help clients study for the knowledge test by gathering materials from the DMV, in the participant's preferred language when possible, reviewing the material, and completing practice tests.

WORLD RELIEF |

Health & Safety

While World Relief is not requiring all volunteers and interns to receive vaccinations for US based volunteer opportunities, there are certain volunteer opportunities that involve in-person proximity or prolonged exposure to others in enclosed spaces. We strongly encourage all those that can, to complete all vaccinations for prevention of communicable diseases, for the safety of themselves and others.

World Relief will not discriminate against or deny access to any volunteer based solely on the grounds that the individual has a communicable disease. World Relief does however, reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the organization finds that, based on a medical determination, such restriction (quarantine) is necessary for the welfare of the person who has the communicable disease and/or the welfare of others.

Volunteers and interns who are providing direct services to clients/program participants or meeting with external constituents, will need to have a conversation with their direct WR supervisor or staff contact to define any practices not already included in the safety procedures related to their work and/or procedures of the local office or department to which they are assigned that they will need to incorporate into their work.

Policies for Conduct and Behavior

Volunteer Code of Conduct

To remain faithful to the mission and core values of World Relief, all volunteers are guided by the following code of conduct in carrying out service responsibilities:

AS A WORLD RELIEF VOLUNTEER

- I recognize that all persons have emotional, intellectual, spiritual and physical aspects to their lives, and I will conduct myself, in my work, in a manner that will honor and respect each individual and their beliefs.

- I will represent the programs and services of World Relief honestly, fairly, respectfully and openly. Through my volunteer endeavors, I will support the mission of World Relief and will work within the framework of the organization's philosophy, practices, policies and procedures.

- I will not misuse World Relief property or resources or allow any unauthorized person to have or use such property.

IN MY RELATIONSHIPS WITH PROGRAM PARTICIPANTS

- I will not engage in or facilitate any discriminatory or harassing behavior or refuse services to anyone on the basis of race, color, marital status, creed, ancestry, status with regard to public assistance, age, sex, religion, disability, sexual orientation, or nation of origin.

- I will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.

- I will work to develop and maintain relationships based on mutual respect and trust.

- I will disclose to World Relief all relationships that may create or appear to create a conflict of interest, and I will not use my volunteer relationships to further my own interests.

- I will advocate for the provision of the highest level of service possible.

- I will provide clients effective services appropriate to their needs and to my role as a volunteer.

IN MY RELATIONSHIPS WITH WORLD RELIEF EMPLOYEES AND OTHER VOLUNTEERS

- I will respect the views, opinions, needs, values and actions of employees and other volunteers and will use appropriate channels to express my views and opinions on these matters. I will try to develop and maintain relationships based on mutual respect and trust. To this end, I will be direct, open, honest, considerate and respectful of others.

- I will respect the confidences of both employees and volunteers, except in situations that pose a threat to the safety and well-being of others as defined by World Relief or the property belonging to World Relief or in cases where the agency must investigate an alleged wrong-doing.

CONCEALED CARRY WEAPON PERMITS

World Relief volunteers are NOT permitted to conceal carry while volunteering with World Relief, as this is not in the best interest of the safety and well-being of clients, especially when working with those that have been through immense trauma in the past.

Volunteer Screening Process

01. Submit volunteer application form on World Relief website

02. Complete "Volunteering with World Relief" orientation on The Workshop

03. Optional- Attend your local office orientation (Only if offered by local office)

04. Complete a background check on Sterling Volunteers

Thorough screening and proper placement of volunteers is important to World Relief and the work that we do with vulnerable immigrants. Although screening volunteers is a way to mitigate potential risk, it also provides a unique opportunity to better understand your motivations as a volunteer applicant and enables us to match you to a volunteer role that best matches your passion, skills and experience.

At WR we look at the knowledge, skills, and abilities needed to be successful in each volunteer role and provide training and development opportunities to grow each of those areas.

The onboarding process for volunteers differs by the type of role, however, the main elements of our onboarding process include an application, orientation, reference and background check, interview and training.

Volunteer Expectations & Agreements

01. BE WILLING TO LEARN, GROW, & BE FLEXIBLE

Working with people from other cultures is challenging and exciting, but it can also be difficult and frustrating. The most successful volunteers are those who keep an open mind, are willing to stretch themselves, and who understand that there aren't always easy answers or quick fixes. Take time to practice self-care and stay connected with your community.

02. COOPERATE WITH WORLD RELIEF STAFF

If you feel a program participant's needs are not being met, please reach out to the Volunteer Coordinator to discuss your concerns. Please understand that we have the program participants' best interests in mind and want to see them become self-sufficient and integrated into their communities. We would be happy to talk in-depth about any of these matters and value your sensitivity and care.

03. WORK ALONGSIDE WORLD RELIEF'S MISSION, VISION, & VALUES

As a Christian global humanitarian organization we are committed to serving, working alongside, and advocating for refugees and other immigrants in vulnerable situations. We recognize that our volunteers and program participants come from a variety of backgrounds and faith practices, and we seek to respect and learn from each of them. We ask that volunteers agree to work alongside and respect the mission and vision of World Relief, even if these are not personally held values. Conversely, we strongly discourage any form of proselytizing (attempting to coerce or convert someone to your religion or political opinion). If you have any questions or concerns about this, we encourage you to speak with your Volunteer Coordinator.

(continued on the following page)

04. COMPLETE THE VOLUNTEER SCREENING PROCESS

For the protection of our participants, volunteers must complete a screening process that includes multiple steps. If your volunteer role involves driving, you must also pass a motor vehicle records check. Your information is confidential and will not be used for any other purpose.

05. KEEP YOUR COMMITMENT

Volunteers agree to various time commitments, depending on their roles, and are required to let the World Relief staff know when they will not be able to fulfill any agreed upon obligation, either temporarily or long term. If you need to cancel and it is less than 24 hours, please send the volunteer team an email. This includes but not limited to: Jury Duty, Family Emergency, Sudden Illness, and Military Duty

06. COMMUNICATE

Volunteers are encouraged to communicate with the Volunteer Coordinator with any questions or feedback. If a concern about the health and safety of a program participant is in question, please contact a World Relief staff or Volunteer Coordinator as soon as possible. After each commitment, volunteers will take time to debrief with the Volunteer Coordinator. This is an important time for the volunteer to process their experience and for the Coordinator to learn how World Relief can better serve its volunteers and participants in the future.

Tracking Volunteer Hours

Volunteers are required to consistently track all hours volunteered and any donations given in the **Community Engagement Portal,** World Relief's community engagement platform. Gathering this information enables World Relief to:

SHARE THE VALUE OF VOLUNTEERISM

We measure and report just how important and valuable volunteer services are to our community.

DEMONSTRATE ACCOUNTABILITY

Some community partners (such as universities, high schools, and businesses) require their volunteers' hours logged in an official capacity on behalf of the host organization.

IMPROVE VOLUNTEER PROGRAM

When volunteers log their time, we can learn where there is most impact and invest in those areas to improve the program.

SHARE PROGRAM IMPACT

It's important to show donors, volunteers, stakeholders, and community members that together, we are making a difference.

ACQUIRE FUNDING TO EMPOWER MISSION GROWTH

Most nonprofits rely on grants and other outside funding, and many granting-giving foundations require organizations like WR to track and report our volunteer contributions.

We train all of our volunteers on how to log your service by providing tools that work best for you, whether you prefer to go online to our web portal, use a cell phone app, or a paper log in order to tell your volunteer story and share what activity you are doing as a volunteer with World Relief.

Staff & Volunteer Relations

WR staff and volunteers come together at World Relief to work toward achieving the mission, goals and objectives of the organization, both contribute in significant ways. Volunteers do not replace or displace paid positions. We value the experience and insights of both paid staff and volunteers and encourage feedback about our organization, processes and programs. Such feedback can be passed through respective supervisors or addressed at our evaluation meetings.

STANDARD OF APPEARANCE

Volunteers are not held to specific dress guidelines, but are asked to maintain standards of personal cleanliness and modesty. At World Relief, we serve families from many different cultures and religions, most of which value modesty, especially for women. Keep this in mind when choosing your outfit so that what you wear will convey respect to the families you are serving. For those volunteering within a World Relief office, there is a specific business-casual dress code.

VOLUNTEER RECOGNITION

At World Relief, volunteers are a part of our World Relief family as we work together to provide vital services, build just and welcoming communities, and bring people together. We are committed to recognizing and appreciating all World Relief volunteers as extremely valuable to our organization and the families we serve.

In cases where the safety and wellbeing of clients or the best interests of World Relief's require immediate dismissal, World Relief will not follow the procedure listed above. World Relief reserves the right to determine in its sole judgment what acts or omissions will require immediate dismissal. Behaviors which will result in immediate dismissal include, but are not limited to:

- Sexual harassment
- Physical or verbal assault or abuse
- Alcohol or drug use during volunteering
- Dishonestly obtaining a benefit, or causing a loss, by deception or other means, or misuse of World Relief resources
- Unlawful Discrimination
- Conflict of interest
- Other inappropriate behavior, as determined by World Relief exclusively on a case-by-case basis.

RESIGNATION

Volunteers are valuable assets to World Relief. At the same time, World Relief understands that the volunteer's commitment has a beginning and an end. World Relief requests that if possible, volunteers give a two weeks' notice before their last day. This helps World Relief adjust the schedule and provide back up for the roles of the volunteer. If possible, World Relief will perform an exit interview with the volunteers and, if appropriate, ask the volunteer to recruit and train a volunteer to take their place.

EXIT INTERVIEW

If possible, volunteers should complete an exit interview sent via email or during a debrief meeting upon exiting service or volunteer opportunity with World Relief. These interviews are for volunteers who leave under ordinary circumstances not including dismissal from service. World Relief appreciates the constructive criticism and welcomes it.

Local Office Information

WORLD RELIEF

MEMPHIS

OVER 6,000 HOURS OF VOLUNTEER INVOLVMENT IN FISCAL YEAR 2022 WITH 174 ACTIVE VOLUNTEERS

For over a decade now, World Relief Memphis has been serving the refugee and immigrant community in Memphis. Alongside the local Church, we welcome our newest neighbors to the 901, helping them rebuild their lives in the U.S. by providing support in several areas, whether it be by learning English, navigating the school system, or by finding employment.

None of that, however, would be possible without the help of volunteers like you. Your generous giving of your time and talents helps our families by providing a key stability factor that our staff never could: community connection. Together, we are building a city of welcome for our newest neighbors, and it all begins with you.

Thank you.

PJ Moore, World Relief Memphis, Director

HISTORY OF REFUGEES IN MEMPHIS

Prior to World Relief Memphis' opening in 2012, Catholic Charities was the only resettlement agency in Memphis. Through their work, many families and individuals were resettled from Southeast Asia. In 2012, World Relief Memphis opened its doors for the first time after urging from the local church. Seeing the chance to be the hands and feet of Christ by welcoming and loving our neighbors, the local church had petitioned for World Relief to open a local office in Memphis.

Shortly thereafter, we began receiving our first families. Many refugees were coming from Iraq, Somalia, Burundi and Nepal, but over time we began receiving individuals from the Democratic Republic of Congo, Eritrea, Syria and South Sudan in addition to asylees from Cuba and Venezuela. In response to the recent events in Afghanistan, we have also begun welcoming Afghan parolees.

VOLUNTEER OPPORTUNITIES

1. Good Neighbor Team / Cultural Companion
2. Roadrunner
3. ESL Conversation Parter
4. Youth Mentor
5. Digital Literacy

When I signed up, I committed to at least a year, but I want to keep this thing going because I want to see where he goes. The most important part of life is connecting with other people and trying to leave a positive impact on other people.
- Jordan, Youth Mentor

There's a big need for the English help that World Relief is providing...I enjoyed meeting people from different parts of the world and hearing their stories.

- Ed Thompson, Conversation Partner

CONTACT INFORMATION

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Memphis, Tennessee 38119

Volunteermemphis@wr.org

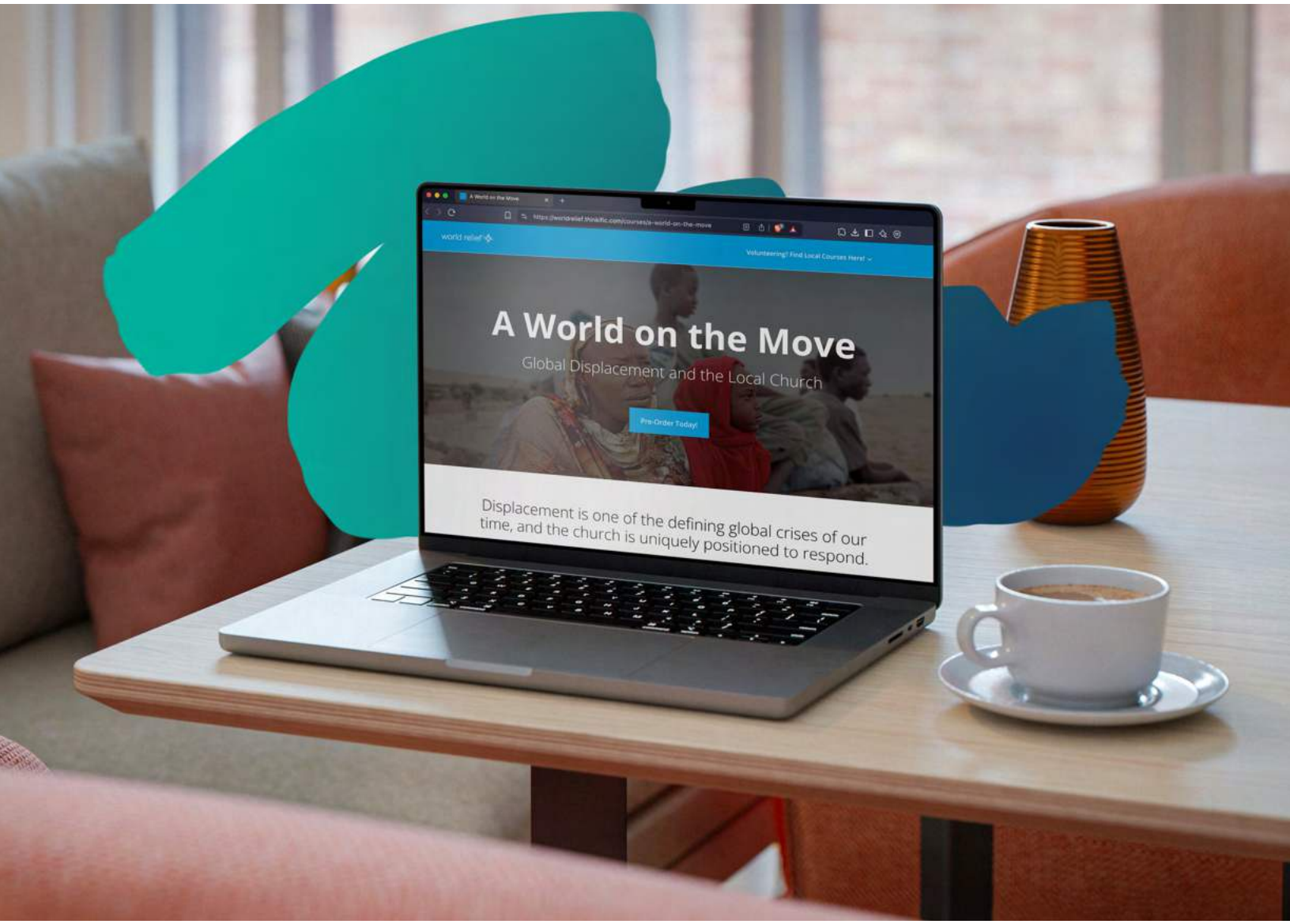
@wrmemphis

@wrmemphis

https://worldrelief.org/memphis/

Volunteer Resources

A brief overview of courses offered on The Workshop



The Workshop

Course Catalog

ORIENTATION & INTRO COURSES

A WORLD ON THE MOVE

Learn more about the global displacement crisis, discover how God works through migration, and learn how the church is uniquely called to respond. This course equips you with biblical insights and practical steps to walk alongside displaced people. 45 minutes.

GET TO KNOW WORLD RELIEF

Journey through a 30-minute interactive tour to get a glimpse of our unique history with the church to engage the world's greatest crises. Gain insight into the work we do around the world and in the U.S. and explore how we can partner together.

VOLUNTEERING WITH WORLD RELIEF

Personal relationships with our new neighbors can lead to transformation and lasting change for everyone involved! This course provides the foundations for volunteers entering into these relationships. It covers the essentials about World Relief, displaced people, and what makes an amazing volunteer. This course is required for completion by volunteers engaged in short or long-term volunteer opportunities with unsupervised client interaction. 60 minutes.

LEARN ABOUT IMMIGRATION

THE ASYLUM SEEKER'S JOURNEY

We created The Asylum Seeker's Journey in partnership with World Relief's Immigration Programs staff. Learners will discover who asylum seekers are, where they come from, and what their lives look like as they seek safety in the U.S. They'll get to know legal terms and processes that help asylum seekers build new lives in the United States. This course will help you understand the facts about asylum and provide a clear overview of asylum seekers in the United States. Est. 45 minutes.

THE REFUGEE JOURNEY

For anyone looking to understand the resettlement process, what a resettlement agency does and how they can support resettlement, this course is the place to begin! This course takes learners on a journey through resettlement at a global level and within the United States. Learn about World Relief's role in resettlement and along the way hear a firsthand experience from a refugee of what the resettlement journey is like. 45 minutes.

CHRISTIAN PERSPECTIVES

WELCOMING THE STRANGER: INDIVIDUAL

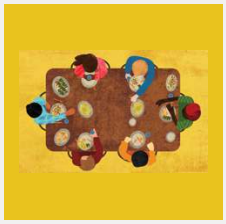
Based on the book by Matthew Soerens & Jenny Yang, this course is a journey into thinking biblically about immigration. Whether you are new to exploring the topic of immigration from a Christian perspective, or it's a matter you've given much time and passion to, this course offers space for listening, learning, reflection and transformation. Estimated time to complete: 90 minutes.

SMALL GROUP

WELCOMING THE STRANGER: SMALL GROUP

Based on the book by Matthew Soerens & Jenny Yang, this course was created as a guide to help a small group of people move towards action as an expression of their Christian faith. It is an experiential opportunity -- a chance to explore one of the most complex issues of our day, immigration, from a biblical perspective and to live out the calling God has given his church.

CHRISTIAN PERSPECTIVES (continued)



NO LONGER STRANGERS

This course, inspired by No Longer Strangers: Transforming Evangelism with Immigrant Communities, reimagines evangelism as a path to mutual transformation. Through videos, reflections, and actionable steps, you'll learn to build authentic relationships with immigrants and foster a welcoming church. 90 minutes.

GAIN CULTURAL INSIGHTS

AFGHAN CULTURE GUIDE

This course was created to provide an introduction to common elements of Afghan culture and help volunteers develop a foundation for building healthy and effective relationships with Afghans. Course content includes cultural context, cultural systems and values, practical tips for relationships, and support for cultural adjustment. 90 minutes.

CONGOLESE CULTURE GUIDE

This course offers a foundational glimpse into Congolese history and culture and will help you build effective and mutually enriching relationships with your new Congolese friends. Learn about the DRC's history, people, cultural systems, and values, and then explore what to keep in mind to support Congolese resettling in the U.S. for 90 minutes.

SYRIAN CULTURE GUIDE

This course offers a foundational glimpse into Syrian culture and will help volunteers (or anyone!) build effective and mutually enriching relationships with their new Syrian friends. Course content includes Syrian history, people, cultural systems, and cultural values, as well as practical essentials for relationships with Syrians and what to keep in mind when helping Syrians achieve stability & integration in the U.S. 90 minutes.

GAIN CULTURAL INSIGHTS (continued)

UKRAINIAN CULTURE GUIDE

This course offers a foundational glimpse into Ukrainian culture and will help volunteers (or anyone!) build effective and mutually enriching relationships with their new Ukrainian friends. Course content includes Ukraine's history, people, cultural systems, and cultural values, as well as practical essentials for relationships with Ukrainians and what to remember when helping Ukrainians achieve stability and integration in the U.S. 90 minutes.

NAVIGATE DIFFERENCES IN RELATIONSHIPS

NAVIGATING FRIENDSHIPS

In Navigating Friendships, you'll learn basics to build empowering, long-lasting friendships with those who may differ from you in culture, socio-economic status, and religion, and best practices for supporting a friend who lives with trauma. 1 hour.

EMBRACING CULTURAL DIFFERENCES

Our differences can lead to misunderstandings & challenges in relationships, and they can also bring richness and depth to our lives! Explore the basics of cross-cultural friendship & gain a framework for how to recognize & navigate cultural differences. Topics include exploring what culture is, developing Cultural Intelligence (CQ), and how to recognize & respond to key cultural values . 45 mins.

EMBRACING SOCIO-ECONOMIC DIFFERENCES

How do we engage in friendship with those of a different economic status than us without causing harm? This course draws from the book by Steve Corbett & Brian Fikkert. It widens our definition of poverty and helps us strive for mutuality and authenticity in our friendships. Topics include defining poverty, paternalism & dependency, and mutuality & empowerment in friendship. 45 minutes

NAVIGATE DIFFERENCES IN RELATIONSHIPS (continued)

NAVIGATING RELIGIOUS DIFFERENCES

How do you effectively welcome and befriend neighbors of different faith backgrounds? This course helps us examine motivations in interfaith friendships and to foster relationships with trust & mutuality, no matter your faith background. Topics include understanding the importance of religious sensitivity in friendships with immigrants, defining proselytism and evangelism, and mindsets for healthy spiritual conversations in friendship. 45 mins.

NAVIGATING THE EFFECTS OF TRAUMA

Build awareness and sensitivity to how the effects of trauma may be at play in friendships, and how we can support those who experience the effects of trauma in their everyday lives. Topics include defining trauma, practices for trauma-informed friendship, and how to identify and manage secondary trauma. 45 mins.

BUILD SKILLS TO SUPPORT NEWCOMERS

CAREER MENTORING

Gain the skills and knowledge you need to mentor a career-seeking immigrant with confidence. Topics covered in this course include career strengths and barriers for immigrants, keys to successful mentoring, career exploration and tools, and financial literacy tools. 90 minutes.

CITIZENSHIP TUTORING

Learn the ins and outs of the U.S. naturalization test and how to help an English language learner feel confident as they prepare for their interview. Topics covered include the role of a citizenship tutor, the pathway to citizenship, preparing for the speaking and civics tests, preparation for reading & writing in the tests, and how to structure your lessons. 5 hours.

BUILD SKILLS TO SUPPORT NEWCOMERS (continued)

DIGITAL LITERACY SKILLS CURRICULUM

This resource kit includes a framework for teaching digital literacy in and outside the classroom. Gain access to a resource library - including lessons for 4 different language levels - to help your learners access the skills they need. 15 minutes

EARLY CHILDHOOD

In this course you will discover the importance of early learning and how to best encourage healthy early childhood development. You'll be equipped to confidently address common challenges that arise when working with young children from diverse cultural backgrounds and those who have experienced trauma. Learn best practices to ensure the safety of the children in your care. 60 minutes.

ENGLISH CONVERSATION PARTNERS

Learning a new language, especially as an adult, takes courage, patience, and time. If you want to help an English learner, but don't know where to start, this course has everything you need. Learn tips on how to navigate a language barrier, how to be a culturally sensitive language partner, and what shapes a learner's level as you help them achieve their goals. Hear from a teacher, tutor, and student on their experiences and why it's so important to have a partner to practice with. 1 hour.

ESL TUTORING

Whether you are a seasoned educator or are new to the experience of teaching, this course will guide you in understanding the basics of helping adults speak, listen, read, and write the English language. From understanding our students' backgrounds to putting together a lesson plan, engage with this course today and get started on your journey to empower your students to feel the freedom that English language literacy and fluency brings. 6 hours.

BUILD SKILLS TO SUPPORT NEWCOMERS (continued)

HEALTH ADVOCATE

Designed for those helping newly arrived refugees and other immigrants navigate their health needs in the U.S. Gain insight into the refugee health journey, learning how migration and cultural transitions affect families' health. Discover best practices for working with your new friend to achieve self-sufficiency and support their health needs as they get used to life in the U.S. Hear advice from Health Advocate volunteers and explore resources to help you get started in this rewarding volunteer role. 1 hour.

VOLUNTEER LEADERS

This foundational training offers a deeper understanding of World Relief's vision, the calling to serve, and key communication principles that ensure we center our partners in every conversation. You'll explore ethical storytelling and learn how to share impactful stories with integrity while crafting your own. As you begin to engage with your community on behalf of World Relief, this course equips you to communicate with clarity, compassion, and purpose. Prerequisite: Get to Know World Relief. 25 mins.

YOUTH TUTORING & MENTORING

This course will equip youth volunteers to confidently engage immigrant youth as tutors and mentors. Topics covered include the strengths and challenges of immigrant families and youth, best practices for keeping youth safe, how to engage effectively with immigrant youth, and a deep-dive into effective tutoring and mentoring. 90 minutes.

STAND WITH IMMIGRANTS TOOLKIT

STAND WITH IMMIGRANTS: A PRACTICAL GUIDE TO RIGHTS AND READINESS

Three action-oriented courses equip you to respond to increasing immigration enforcement. Learn how to help immigrants understand their rights, connect them to trusted legal resources and mobilize your church to host a community event.

This toolkit includes the following courses:

EQUIP IMMIGRANTS TO KNOW THEIR RIGHTS

In this interactive e-learning course you will learn the constitutional rights of immigrants, and how these rights can be appropriately exercised. You'll receive resources to help you communicate these rights effectively and will discover practice scenarios to help immigrants respond confidently to Immigration and Customs Enforcement (ICE). 30 minutes.

FIND TRUSTWORTHY LEGAL HELP

Find Trustworthy Legal Help is an interactive e-learning course for church and community leaders who want to connect immigrants with reliable legal resources. Learn how to find trustworthy immigration attorneys in your local area, how to establish a legal support fund, how to avoid fraud or unauthorized legal advice and how to best share legal resources with immigrant neighbors. 30 minutes.

BRING THE COMMUNITY TOGETHER

Creating a safe and informed community starts with bringing people together. Bring the Community Together is an interactive e-learning course for church and community leaders who want to host a “Rights and Readiness” event for local immigrants. Get insights into unique planning considerations, how to host alongside a lawyer or what to do if you’re hosting without one. Receive a detailed facilitator’s guide and a plan for how to follow-up or offer ongoing support. 30 minutes.

https://worldrelief.thinkific.com