

GOOD NEIGHBOR TEAMS

Ambassador Guide



GOOD NEIGHBOR AMBASSADOR

*Don't walk behind me, I may not lead.
Don't walk in front of me, I may not follow.
Just walk beside me and be my friend.*



You had a life-changing experience as a Good Neighbor Team Member or Friendship Partner and now you are taking your service to the next level.

We're so excited that you will be a **Good Neighbor Ambassador** to encourage others to begin the same journey of transformation!

OVERVIEW

The Role of a Good Neighbor Ambassador

In your new role as a Good Neighbor Ambassador, you will simply share about Good Neighbor Teams — or other friendship opportunities — with your friends, local churches and community. By promoting the Good Neighbor Program and recruiting team members, you will help more refugees get connected with loving and helpful neighbors so they can enjoy safety and a new life in your community after escaping life-threatening situations.

Good Neighbor Ambassadors find that their lives are enriched as they help enrich the lives of new team members and the refugee families they befriend. As you know, welcoming and befriending refugees is a mutually transforming experience for both the Good Neighbor Team members and the refugee family and is a way to live out Christ's call to love "the stranger."

As a Good Neighbor Ambassador, you are living out the Good News in word and deed — and helping others do the same!

THE PROBLEM

The Largest Population of Displaced People in World History

Today, over 108 million people around the world have been forced to leave their home. Each day, that number grows by over 37,000. After years of waiting, only a small percentage are allowed to resettle in host countries like the U.S. — and then endure a difficult language and culture transition.



THE SOLUTION

Mobilization - Method - Model

*"For I was a stranger and
you welcomed me"*

- Jesus (Matthew 25:35)



1 MOBILIZING the body of Christ to welcome refugees

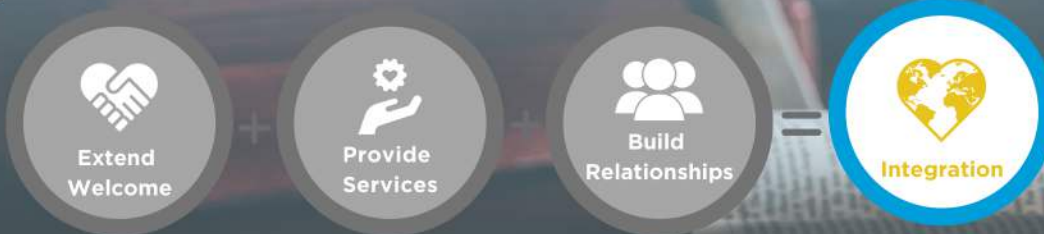
The mandate to the church to welcome and serve "the stranger" living in our communities is clearly communicated in scriptures (for a deeper dive, take the "[Welcoming the Stranger](#)" online course).

As the largest and most culturally diverse "organization" in the world, the church is uniquely equipped to respond to this enormous need. Government and nonprofit programs come and go, but the church remains a pillar of strength and light in communities across the U.S. and world. World Relief is passionate about empowering the church to fulfill its calling to serve the most vulnerable (Matthew 25).

We use the term "mobilization" to talk about how we activate and equip churches and Christ-followers to help better care for the vulnerable in our communities.



2 METHOD: doing what works best



World Relief, in support of the church's call to serve to the most vulnerable, has found that this process is the most effective in helping refugees and other immigrants integrate into a host country after life-threatening situations force them to escape from their homeland.

THE SOLUTION

Mobilization - Method - Model

3 MODEL for multiplying growth

Just like the first apostles planted churches, we believe in planting teams. The Good Neighbor Program is team-based because teams have advantages over working alone:

- Strength (...a cord of three strands is not easily broken. Eccl. 4:12)
- Diversity (... God has placed the parts in the body, every one of them... 1 Cor. 12:18)
- Sustainability (The Church grows through leadership development. Act 6:1-7)



As an Ambassador, you understand your crucial role as a **MULTIPLIER**.

By promoting and recruiting Good Neighbor Teams, you multiply the impact of local churches on the enormous crisis of global displacement.

Though our focus is on encouraging teams to form and flourish, there also remain opportunities for individual volunteers. For those not interested or able to join a team, Ambassadors can help them explore “Friendship Partner” or another individual roles.

GOOD NEIGHBOR AMBASSADOR

WHAT TO EXPECT

COMMUNITY

You are joining a community of like-minded people who care about helping families from around the world navigate some of their most vulnerable moments alongside Good Neighbor Teams. In your community, there may be in-person events to get to know other Good Neighbor Team Members and Ambassadors. You will also be invited to join the online Ambassador Community – to meet, support and learn from ambassadors all over the country.

TRAINING

World Relief will equip you with tools, training and ideas to help you engage with potential team members in your community. This GUIDE is one of the main resources in the online Ambassador's Toolkit. Your "Ambassador Coach" is a World Relief staff member assigned to be your main support and contact whenever you have questions.

PROMOTION

Each ambassador will share differently based on their unique personality, experiences, interests and networking options.



"I'm more comfortable just sharing with friends over coffee, or with small groups."

"I enjoy speaking to small groups and congregations"



"I have a following on my social media channels and want to leverage those networks by posting the pre-designed content and replying to comments."

GOOD NEIGHBOR AMBASSADOR

WHAT TO EXPECT

RECRUITMENT PLAN

There are so many ways to recruit Good Neighbor Teams!

Here are just a few ideas to get started:

- Events at local churches *
- Share with small groups *
- Coffee with friends
- Multi-ethnic dinner parties
- Display materials at work
- Mission conferences *
- Social media promotion
- Interview with local radio or newspaper
- “Tag-Team” presentations with a refugee friend
- Loss simulations
- And more....

Your Ambassador Coach (staff supervisor) will help you come up with a personalized plan.

** All church engagement should be coordinated with local World Relief staff to avoid any duplication of efforts.*

HOW MUCH TIME DOES IT TAKE?

The average Good Neighbor Ambassador spends about 1-2 hours a week learning, prepping and sharing locally about refugee ministry. Being a Good Neighbor Ambassador can be integrated into your daily life, but it will require some time.

KNOW THE BASICS

WHY THE CHURCH HELPS REFUGEES

Refugee families escaped from their home country due to fear of death or persecution. Most refugees have experienced unimaginable horrors and have waited years to get permission to come to the U.S. due to our government's very strict security process. The world has come to our doorstep and the church has a unique opportunity to show them the love of Jesus.

WHO: GOOD NEIGHBOR TEAMS

Good Neighbor Teams are church or other Christian groups who provide welcome and assistance to a refugee family (or other vulnerable immigrant newcomers) with support from World Relief. A team walks alongside newcomers, so they feel a warm welcome from the local body of Christ. Good Neighbor Teams help newcomers integrate into your community through friendship, sharing of cultures, teaching life skills and assisting with needed services.

HOW TO FORM A GOOD NEIGHBOR TEAM

1. Connect with the Good Neighbor Ambassador
2. Form a team of 6-12 people (age 18+)
3. Follow the Good Neighbor Team Guide

World Relief Staff will walk you through the application, training and every step of the way!

KNOW THE BASICS

WHAT RESPONSIBILITIES

The main goal of a Good Neighbor Team is to offer friendship. You will spend time together supporting and empowering the newcomers as they learn to navigate and make a home here. You will also assist the family with essential services during their first months in your community. If you approach your new neighbors with humility and a desire to learn from them, you will probably receive more than you give. Get ready for a mutually life-changing experience!



COMMITMENTS

- Minimum 6 months commitment
- Designate the role of each member
- Follow the Good Neighbor Team Guide



COLLABORATION

- Financially support the services provided to both your team and refugee families through World Relief
- Try to support newcomers with housing, language, employment, transportation, community, health, finances, education and legal support



CONNECTIONS

- Friendship and support should lead to self-sufficiency and integration
- Maximize connections and resources to help newcomers navigate resettlement
- Be open to learn and receive — not just give and serve

MAKING SENSE OF RESETTLEMENT LINGO

Refugees, Asylum Seekers, Parolees?

How do you make sense of all these terms? A refugee is someone who must flee his/her home country due to fear of death or persecution. Most Good Neighbor Teams are matched with refugee families who are given the status of “refugee,” but some teams are matched with those with another immigration status. Some teams may serve other vulnerable immigrants.

The Good Neighbor Team Coordinator will train the team on the specifics of their matched family’s designation. The most common legal statuses are:

Refugee: applies for protection while overseas and enters the U.S after approval

Asylum Seeker: requests protection from persecution (asylum) and is allowed to stay in the U.S. while the case is under review

Humanitarian Parolee: allowed to legally enter the U.S. temporarily (parole) for emergency or urgent humanitarian reasons



UNDERSTANDING LEVELS OF ENGAGEMENT

You do not need to know all of the details of each program level or share this with potential team members, but it is helpful to know these basics. Refugee resettlement involves legally required “core services.”

Each team can choose their level of involvement with these services:

- 1) **Community Partner Level:** Core Services are optional. World Relief assumes responsibility.
- 2) **Co-Sponsor Level:** Core Services responsibilities shared between Good Neighbor Team and World Relief.
- 3) **Private Sponsor Level:** Team takes full responsibility for Core Services (Pilot Program: Available in limited areas).

LEVEL	RESPONSIBLE FOR CORE SERVICES	
	WORLD RELIEF	TEAM
Community Partner	✓	
Co-Sponsor	✓	✓
Private Sponsor		✓

CORE SERVICES

EXAMPLES

Examples of Core Services include: airport pickup, finding housing and furniture, giving rides, teaching how to use the bus, cultural norms, financial literacy, common U.S. laws, English courses, benefits registration, medical care, sign up for employment services and school enrollment.



9 STABILITY

FACTORS

World Relief focuses on 9 “stability factors” that are crucial to helping refugee families integrate into your community and become self-sufficient as quickly as possible. Here are the 9 stability factors:



Housing



Language



Employment



Transportation



Community
Connections



Health +
Mental Health



Finances



School | Youth |
Parenting



Legal Status

TEAM MEMBER ROLES

Every Good Neighbor Team has a Team Leader or Co-leaders. Some teams divide duties up into categories like these. For a small team, some members may take on more than one role. Roles may vary depending on the size and needs of the refugee family.

- Team Leader(s)
- Administrative
- Housing
- Interpreters
- Health
- Finance
- Education
- Community Orientation
- Transportation
- Cultural Orientation
- Employment
- Childcare



RECRUITMENT PROCESS

TEAMS:

The [Map of Good Neighbor Team Process](#) is an informational piece that you can provide to those who are interested in forming a team and for your own info. But your only role in the process is in the Recruitment Stage, answering basic questions and providing the Team Interest Form. Once a potential team submits the Interest Form, World Relief staff will handle all the other steps.



INDIVIDUALS:

For those not interested or able to join/start a team, please share other “individual” opportunities with them that are supported by your local World Relief office. Current volunteer opportunities can be found at worldrelief.org/us-locations.

REPORTING SHOWING YOUR IMPACT

All ambassadors are working together to help local churches respond to the global displacement crisis. Part of that effort is measuring and tracking progress. Your online EVENT REPORT is essential, and we really appreciate you taking the time to report information like: event type, audience size, # of teams and individuals recruited, etc. And please log your SERVICE HOURS for this role.

GOOD NEIGHBOR AMBASSADOR PROMO GUIDELINES

ONE VOICE GUIDE

It is vitally important for all Good Neighbor Ambassadors to share accurate and consistent information. Please review and follow the directions in the [One Voice Guide](#) which will ensure compliance with World Relief's Brand Guidelines.

PROMOTIONAL RESOURCES

Your online Toolkit has the following resources that should be used only when following the One Voice Guide.

Social Media

The Toolkit includes important social media guidelines that must be followed. As an Ambassador, you are not required to engage in social media promotion, but these resources are available if you do. Please do NOT create your own content, but post the official digital content AS IS. You are allowed to add your own comments, reply to readers' comments and questions, etc. Refer to the One Voice Guide for details.

- Good Neighbor Team Promo: It is recommended to post this type of content 1-2 times per week per your channels.
- Awareness Building (Inspirational or Educational content): It is recommended to follow the World Relief channels and re-share this type of content 4-5 times per week per channel.

GOOD NEIGHBOR AMBASSADOR PROMO GUIDELINES

PROMOTIONAL RESOURCES

Videos (Links in your online Toolkit)

- General Info: If you have a very short time period for a presentation (less than 15 minutes), it is recommended to only show 1 video; either the Good Neighbor Team Promo, or a Good Neighbor Team's Experience (e.g Christ Church)
- If you have less than 30 minutes, you may wish to add (start with) the World Relief Overview.
- Inspirational Videos: The inspiration videos can be used in various contexts and various audiences, depending on the needs. Perhaps with a youth group, a small group or coffee with a friend. Use at your discretion.
- Educational Videos: This series of short 1.5 minute videos was created by The Evangelical Immigration Table and features national-level church and ministry leaders who can speak with biblical authority on topics that concern many about immigration. These can be helpful resources when an individual or group has concerns about the appropriate response of the church, our government or local communities to the worldwide displacement crisis.

Educational Resources

- [Good Neighbor Team - General Flyer](#)
- Other printed resources like these can be left with audiences to encourage continued study and reflection on this important Biblical mandate.
 - [Bookmark - 40 Days of Prayer + Scripture](#)
 - [Recommended Books + Films](#)



WHAT'S NEXT

1

Review the [One Voice Guide](#) and other resources in your online Toolkit



2

Schedule a training session with your Ambassador Coach (assigned staff)



3

Create a Promotional Plan with your Ambassador Coach



4

Enjoy your new role as a Good Neighbor Ambassador! You will be a blessing to so many!



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