

RESETTLEMENT SUPPORT VOLUNTEER – Fort Worth, Texas

Goal

Resettlement Support Volunteers have the opportunity to work alongside caseworkers by helping provide direct client services and administrative support within a resettlement program.

Primary Duties and Responsibilities

- Help meet required pre-arrival and post-arrival needs
- Assist with transportation to appointments
- Help connect clients to local community resources and teach them how to use them (bus training, grocery store training, cashing checks, etc.)
- Assist with data entry tasks like case notes, client referrals, and applications
- Complete school enrollments for newly arrived families
- Assist program participants with other duties caseworkers may need help performing

Secondary Duties and Responsibilities

- Complete all onboarding steps in the Volunteer Portal:
 - Background Check – 5 mins
 - Local Live Orientation – 1.5 hrs
 - E-Learning – 45 mins
 - References – 2 mins
- Review confidentiality statement and policies in the National Volunteer Handbook
- Log hours in the Volunteer Portal
- Report any concerns or conflicts to the Volunteer Coordinator

Time Requirements

Resettlement Support Volunteers are asked to commit to a minimum of 10 hours a month for 3 months – *longer commitments are encouraged but not required*. Schedules are set with the Volunteer Coordinator.

Resettlement Support Volunteers are needed during local office hours, Monday – Friday 9:00 am – 5:00 pm. *Some appointments can take place before 9:00 am and after 5:00 pm. Volunteers are not required to fulfill these appointment times but they may be given the option to.*

Location

Location varies depending on the task at hand. Volunteers may be in the office working alongside staff or outside the office performing direct client service tasks.

Work Environment

Volunteers will be working with refugees and staff from different cultural backgrounds. When working outside of the office volunteers may engage in local refugee communities, within various government facilities, and in other local areas in Fort Worth.

Skill & Qualification Requirements

- Attention to detail and great organizational skills
- Sensitivity to persons of culturally diverse backgrounds
- Demonstrate patience, understanding, and flexibility
- Familiarity with the Fort Worth area, or willingness to navigate unfamiliar areas
- Strong communication skills
- Familiarity with computers and cellphones
- The ability to commit to a set schedule with little to no changes
- Dependability

Orientation & Training

Resettlement Support Volunteers will be required to complete the E-Learning training Intro to Resettlement Texas. Other training resources will be made available.

Supervision & Support

The volunteer will set their schedule and have regular check-ins with the Volunteer Coordinator. The Volunteer Lead, a staff member in one of the resettlement programs, will help assign day-to-day duties.

How to Apply with Links

You can apply for this role by visiting <https://worldrelief.org/texas/get-involved/volunteer-application/>. For questions about this role, please email volunteertexas@wr.org.

Why Volunteer with Us?

The Impact of the Role

Resettlement Support Volunteers have the opportunity to work alongside caseworkers and other staff in World Relief's resettlement and integration programs. RSV's assist with case management support by providing direct client service tasks. Every service that RSV's offer support for directly impacts the client's resettlement experience in the US. Not only does this role help serve our clients, but it also helps to serve our programs and caseworkers. RSV's can be administratively focused as well by helping clients apply for benefits such as Medicaid, food stamps, Refugee Cash assistance, and more.

Goals for the Role

- Case management support
- Resettlement support
- Relational development
- Advocacy
- Resource connection
- Empowerment

The Benefits Volunteers Will Receive

- Cross-cultural engagement
- Case management experience
- Relational development
- Social integration
- Community networking