



## CULTURAL COMPANION – AUSTIN

### Goal

Volunteers who step into this opportunity meet regularly with newly arrived families and individuals and walk alongside them as they integrate into their communities.

### Duties and Responsibilities

- Build friendship through visits with refugees at their home, video calls, and around the community
- Practice English conversation to help strengthen their English skills
- Learn about each other's cultures, values, and experiences
- Explore the local community resources together (visiting libraries, food banks, etc)
- Practice cultural orientation (grocery store, bus, and house orientation)
- Share practical advice and help familiarize refugees with American culture and customs
- Practice skills such as budgeting, paying bills, public transportation, sorting mail, and more

### Secondary Responsibilities

- Complete all onboarding steps in the Volunteer Portal:
  - Background Check – 5 mins
  - Local Live Orientation – 1.5 hours
  - E-Learning – 45 mins
  - References – 2 mins
- Review confidentiality statement and policies in the National Volunteer Handbook
- Track Volunteer Hours through our Volunteer Portal
- Communicate consistently with the Volunteer Coordinator

### Time Requirements

- Commit to visiting your match 3 – 4 times per month for a period of 6 months
- Complete the volunteer onboarding process, including the orientations and background check
- Clear time and space in their schedule to meet weekly or biweekly with their partner

### Location

Location can be flexible, volunteers can meet in the client's home, public spaces, or online. Once relationships and trust has been established, volunteers may explore the community with their partners.

### Skills & Qualifications

- Strong interpersonal skills
- Adaptable, sensitive, and openness to persons of culturally diverse backgrounds
- High degree of patience, understanding, and flexibility
- Comfortability engaging with local refugee communities