

ARRIVAL TEAM - Austin

Goal

The Arrival Team (Airport Pick-up Volunteers) are the first people to welcome refugees and their families into America by providing transportation to our client's new home.

Duties and Responsibilities

- Receive a request form from World Relief which will include the client's name(s), language, flight number, time, and drop-off location.
 - Check periodically, at least three hours before, that the flight is on time.
- Use a car to drive to Austin-Bergstrom International Airport, arrive at least 10 minutes in advance to the pick-up time, and park near the correct gate.
 - Please note that parking in the airport garage is \$5/hour. If you would like parking reimbursement, please keep the receipt to submit to World Relief.
- Identify the client(s) with a red lanyard with the same identification information you received previously.
- Assist client(s) with transporting their luggage.
- Assist client(s) with their seatbelts and children with car/booster seats.
- Drive client(s) to their new home or hotel.
- After the volunteer opportunity, communicate with the case worker and Volunteer Coordinator on how it went.

Time Requirements

This is a weekly opportunity that lasts for 3 months, on a needs-basis, and may take 2-3 hours to complete from pick-up to walk-through.

Skills & Qualifications

- Clean driving record.
- Ability to identify and check that all seatbelts and booster seats are properly buckled and secure.
- Patient, adaptable, and timely.
- Responsible with sensitive or confidential information.

Orientation & Training

Complete all onboarding steps in the Volunteer Portal:

- Background Check – *5 mins to complete, 1-3 business days to process*
- E-Learning – *45 mins*
- References – *2 mins*

We also ask volunteers to:

- Review pages in the National Volunteer Handbook

- Log Hours through the Volunteer Portal
- Communicate any concerns, conflicts, and celebrations to the Volunteer Coordinator

Additional Information

It is encouraged for the volunteers to consistently check for flight delays on the day of arrival. If it is a later airport pick-up, delays are more probable.

If a car seat or booster seat is required for the pick-up, volunteers can borrow one from the World Relief Austin office at 500 E. St. Johns Ave. Austin, TX 78752.