



MINNESOTA COUNCIL OF CHURCHES
refugee services

Volunteer Position Description

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Position Title: Refugee Resettlement Volunteer

Position Description: The Refugee Resettlement Volunteer has an important role to play in assisting refugees and their case manager in the first few months of their new lives in the United States. Volunteers will work once or twice a week to help refugees get to crucial appointments, and will have the chance to interact one-on-one with Minnesota's newest residents from many countries!

Training: Refugee Resettlement Volunteers will receive a general volunteer orientation from the Volunteer and Outreach Coordinator.

Supervision: Refugee Resettlement Volunteers will be supervised by a case manager and the Volunteer and Outreach Coordinator.

Primary Duties:

- Meet with case manager at beginning of shift to discuss the day's needs
- Drive refugees to and from appointments (for example, at the Social Security office), and wait with them before and during appointments
- Document any interactions with clients for case notes
- Be friendly and upbeat with refugee clients, even if a language barrier exists

Time Commitment: Refugee Resettlement Volunteers will need to commit to one or two 3-hour slots per week. Volunteers can pick their own time slot; time slots need to be between the hours of 8:30 a.m. and 5 p.m. Volunteers should pick a time slot they will be able to commit to every week (for example, Thursday afternoons from 1-4).

Location: The Minnesota Council of Churches Refugee Services program is located at 122 W. Franklin Ave. in Minneapolis. Refugee Resettlement Volunteers will also be driving clients around the Twin Cities metro area (volunteers who document their mileage can claim \$.14/mile as a tax deduction).

Desired Qualifications:

- Experience working with refugees or other new immigrants
- Excellent cross-cultural communication skills
- Ability to maintain a regular schedule
- Ability to work independently and as a member of a team
- Flexibility and openness to trying new things (volunteers may not know their assignment for the day until they arrive at Refugee Services)
- Patience and good sense of humor
- Driver's license and access to a vehicle required
- Background check and driving record check required

To apply, please contact the Volunteer Coordinator at rsvolunteers@mnchurches.org.

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