

Refugee Services Volunteer Assistant

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Position Title: Refugee Service Volunteer Assistant

Position Description: The Refugee Services Volunteer Assistant 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 support the Refugee Services staff complete tasks relating to Reception and Placement (R&P), Employment, and Volunteer and Outreach.

Training: Refugee Services Volunteer Assistant will receive a general volunteer orientation from the Volunteer and Outreach Specialist with ongoing support being offered as needed.

Supervision: Refugee Services Volunteer Assistant will be supervised by the Volunteer and Outreach Specialist.

Primary Duties:

- Calling clients for appointment reminders, setting up appointments, other phone calls as needed
- Drive refugees to and from appointments (for example, to the Social Security office), and wait with them before and during appointments
- Document any interactions with clients for case notes
- Bus training with select clients
- Complete ESL/ELL registrations with clients
- Assist in sorting and managing donations
- Other administrative tasks, as needed
- Be friendly and upbeat with refugee clients, even if a language barrier exists

Time Commitment: 1 or 2 scheduled shifts of 4-5 hours per week.

Location: The Minnesota Council of Churches Refugee Services is located at 122 W. Franklin Ave. in Minneapolis. Refugee Services Volunteer Assistant 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:

- Some 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