

Refugee Resettlement Program Mentor Volunteer Job Description

Purpose and description: Welcome a newly arrived family or individual by visiting with them for at least three months and introducing them to the community. You can invite your family, friends and co-workers to join you, or we can match you with other volunteers. This is a great team building opportunity!

Responsibilities:

- Training is provided by HIAS staff.
- Commitment to weekly visits with the family for six months is preferred.
- A priority is to offer friendship and welcome.
- Another goal is to assist clients with simple English language learning and everyday activities, such as public transport, grocery shopping, laundry, financial literacy, technology and accessing community resources.
- Create an on-going, preset schedule for visits with the family and fellow team members.
- Communication and coordination as needed with HIAS' Community Engagement Specialist is also important.
- Volunteer hours and visits need to be tracked.
- You may greet the family or individual on arrival at O'Hare Airport. Consider welcome signs, flowers and balloons.

Location and Time Commitment:

- Most visits (but not all) take place in person in a refugee's home. Apartments are typically in far north Chicago - e.g., Rogers Park. A visit lasting two hours is recommended. This is flexible according to schedules and the family's preferences.
- Visitation times vary - daytime or evening.
- We recommend that a family receive one to two visits a week, and those can be divided amongst the volunteer group.

Volunteer Traits Needed:

- Able to display an energetic and positive attitude, and be flexible to go with the flow as needed
- Personable with the ability to exhibit strong interpersonal communication skills
- Comfortable working with individuals of diverse faiths and backgrounds
- Patience to work with an interpreter, if needed

Eligibility:

- Volunteers are required to submit a volunteer application, provide a copy of driver's license and proof of vehicle insurance (if driving clients), clear a series of background checks, get fingerprints taken, get a tuberculosis test and provide proof of an initial COVID vaccine and at least one booster, and be at least 18 years of age.

Key Interactions: clients, staff, other volunteers

If you are interested in volunteering, [please fill out an application form by clicking here](#). If you have additional questions about the position, please email: volunteers@jcfs.org