

# SERVE VOLUNTEER

SUPPORT REFUGEES, IMMIGRANTS AND SURVIVORS ON THEIR JOURNEY TO SELF-SUFFICIENCY AND INTEGRATION



world relief®

# CONTENTS

## **WHAT IS A SERVE VOLUNTEER?**

Description  
Serve Volunteer Opportunities

## **APPLICATION PROCESS**

Initial Steps  
Time Commitment  
Serve Volunteer Communication Flow

## **PREPARING TO BE A SERVE VOLUNTEER**

Logging Volunteer Time & Donations  
Let's get started  
Resources

# SERVE VOLUNTEER

## THANK YOU FOR STANDING WITH THE VULNERABLE

The world is facing the largest refugee crisis since World War II, with more than 65 million individuals forcibly displaced from their homes because of persecution and violence. In the aftermath of WWII, World Relief began serving those displaced by war and violence. More than 70 years later, we are still serving refugees, expanding into work with immigrants and survivors of human trafficking, and collaborating alongside thousands of local churches, organizations, communities and individual volunteers.

## WHAT IS A SERVE VOLUNTEER?

Serve Volunteers are an amazing asset to the success of refugees and immigrants as they integrate into their new communities. Don't have a consistent schedule to commit to? Serve Volunteers can access the volunteer portal to sign up for any of the scheduled needs and receive the detailed information necessary to complete the serve opportunity.

## SERVE VOLUNTEER OPPORTUNITIES

Once a Home Prep Team has completed the onboarding process, they will be able to sign up for posted opportunities on our volunteer portal. These opportunities vary, but are primarily centered on assisting Refugees and Immigrants integrate into their new communities by:

- **Airport Pickups:** Welcome refugees to America by meeting them at the Piedmont Intl Airport (GSO), by showing love and care for these new neighbors. Provide transportation to the refugee's new home and spend some time orienting them to their house or apartment, and any additional information that might be unfamiliar to the individual or family.
- **Home Setups:** Set up a home for refugees or immigrants prior to their arrival. Moving furniture, supplies and decorations. The goal is to make this house or apartment into a "home."
- **Health Advocate:** Connect refugees to health care many have been denied for so long. Transport to appointments, advocate for a family's medical well-being, and teach refugees how to navigate the American medical system.
- **Transportation Assistant:** Help transport refugees to important classes, trainings, jobs or appointments. You can even greet a newly arrived refugee family when they first arrive at the airport and orient them to their new home!

# APPLICATION PROCESS

## INITIAL STEPS

In order to become s Serve Volunteer, start by doing the following:

1. Contact the Volunteer Program ([TriadVC@wr.org](mailto:TriadVC@wr.org)) about your interest in becoming a Serve Volunteer.
2. Apply to be a World Relief Volunteer. Each member of the group will have to:
  - a. Complete Application and select Serve Volunteer as your area of interest.
  - b. Watch the initial video orientation
  - c. Attend one of the scheduled volunteer trainings.
  - d. Complete a background check.
3. You will then be granted access to the Volunteer Portal and can begin signing up for different opportunities.

## TIME COMMITMENT

*We ask for a six-month commitment with an average of 5-10 hours a month.*

Each opportunity to serve averages around 1-3 hours.

## SERVE VOLUNTEER COMMUNICATION FLOW

1. Volunteer will sign up for an opportunity on the portal.
2. Volunteer Coordinator will be alerted via email that a volunteer has signed up.
3. Volunteer Coordinator will send volunteer the detailed information needed to accomplish the opportunity.
4. Volunteer will complete the opportunity and communicate any relevant follow-up information to the Volunteer Coordinator.
4. Volunteer will log any hours or mileage in Track-it-forward.

## VOLUNTEER PORTAL INFORMATION

Start out by familiarizing yourself with the Volunteer Portal. Watch the following video to understand how to maximize your volunteer experience:

<https://drive.google.com/open?id=0BwVswQAIhDMYb1NGR0ZPMWs1QzA>

Once you understand how to log in and access the posted opportunities, the following chart will explain how to read the Note section on each posted opportunity.

### SERVE VOLUNTEER SCHEDULING INFORMATION

Once you select the HELP WANTED button, the following screen will appear.

All volunteer opportunities for that date will be displayed.

Home Mail My Profile My Schedule Account

Schedule for  
**Friday, September 1, 2017**

**Schedule**

HP - Serve Volunteer AHT [VOLUNTEER OPPORTUNITIES/High Point] [Description](#)  
8:30 a to 11:00 a Open  
1 volunteer still needed  
Note: MEDICAL - Adult M (1) - HP to GSO  
Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here

2:30 p to 3:30 p Open  
1 volunteer still needed  
Note: AIRPORT - Adults (5) Child (3) - GSO to HP  
Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here

Calendar view  
Exit

PLEASE SEE CHART BELOW TO UNDERSTAND THE ABBREVIATIONS IN THE NOTE FIELD

SCHEDULING INFO SHEET		
<b>Type</b>	MEDICAL GENERAL AIRPORT SETUP	Medical Appointment need for our Health Program General Transportation need Airport Welcome and transportation to house/apartment Home Setup for family or individual
<b>Number of clients</b>	Adult M/F (#) Child (#)	Number of Adult Male/s or Female/s Number of Children/s
<b>City</b>	HP to GSO WS to GSO GSO to HP GSO to WS HP to WS WS to HP HP WS	Transporting from High Point to Greensboro and back Transporting from Winston-Salem to Greensboro and back Transporting from Greensboro to High Point Transporting from Greensboro to Winston-Salem Transporting from High Point to Winston-Salem and back Transporting from Winston-Salem to High Point and back Transporting within High Point Transporting within Winston-Salem

## PREPARING TO BE A SERVE VOLUNTEER

### LOGGING VOLUNTEER TIME & DONATIONS

By tracking your hours, mileage and donations, you are helping World Relief convey the impact that volunteers have in our community. You are also impacting *future* clients. The grants supporting World Relief look to see proof of community involvement. In fact, the future and/or expansion of some grants are actually dependent upon this proof.

Here's how to log your volunteer hours, mileage, and donations. First, you'll need to access our tracking tool, called Track It Forward.

1. Select your local World Relief office on [Track It Forward](#).
2. Create an account by selecting "Sign Up" and providing basic information.
3. Once in the portal, you can begin logging\* hours, donations, etc.

When logging, please complete the following fields:

1. **Date Volunteered**
2. **Activity**
  - a. Transportation, Moving, Case Support and more!
3. **Hours** (i.e., how much time you spent volunteering)
4. **Mileage**
  - a. Please note, mileage is only to be logged for the act of volunteering—not the drive to and from your home, unless the client is with you.
5. **Notes** (i.e., refugee first and last name and/or details on a donation)
  - a. The first and last name of the refugee you volunteered with.
  - b. Amount spent (if applicable).
  - c. Whether the donation was for a specific client\*\*.
  - d. Details on what you did during the time listed, etc.

**\*Please note that Track It Forward has a smartphone app. You can download and access it once you have registered online.**

**\*\*Always list the first AND last name of the client.**

## LET'S GET STARTED!

For more information or to start as a Serve Volunteer, please contact World Relief Triad at [TriadVC@wr.org](mailto:TriadVC@wr.org) or 336-887-9007.

## RESOURCES

**Track It Forward**, a tool for logging volunteer hours. <http://www.trackitforward.com/site/world-relief-high-point?type=register>

**Cultural Orientation Resource Center**, providing resources on cultures around the world. <http://www.culturalorientation.net/>