



## Deciding Team Roles

Depending on the size of your team, you might not have a different person for each of these roles. Being the point person does not mean you have to complete each of these roles yourself, but you are responsible for ensuring they get completed. Many (or all) of the responsibilities listed will be things you need to do with your assigned family, so please be sure you read through and understand each of the roles listed below.

**\*Team (Co-) Leader(s):** RAA strongly recommends that each group have 2 co-leaders who:

- Ensure that all volunteers have done background checks through Sterling Volunteer, signed RAA's signature documents, and completed RAA's community sponsorship training
- [Download Tarjimly](#) (premium account) and learn how to use it.
  - Ensure all team members download (free accounts) and know how to use it.
- Teach family members [how to use Tarjimly in their language](#) (or assign to other team member) and encourage the family to use it regularly so they become familiar with it
- Create document/spreadsheet to track activities, so team members are not duplicating efforts with family (note all communication about family should only include initials)
- Create group chat with all team members to ensure regular communication about the client family
- Serve as primary contacts with RAA including for weekly check-ins and monthly coaching sessions and reach out to CWS as needed
- Check in regularly with the refugee family
- Have primary decision-making responsibility for the team and sign on behalf of the team
- Must have a gmail account in order to easily access RAA's shared documents

**\*Administrative/Finance Point Person for Team**

- Ensures that each volunteer does required documentation
- Collects required forms and submits them to Team Leader to submit to RAA including but not limited to reimbursement requests
- Create a budget (to be approved by RAA) based on funds raised and oversee disbursements
- Spearhead the effort to raise funding to support the family in pre-approved ways as discussed with RAA
  - \$2,000 for single cases
  - \$3,000 for two adults
  - \$4,000 for family of four
  - \$5,000 for families of five or more
- Encourage the whole team to get involved! Fundraising is not only one person's responsibility

*Note: If you are having trouble raising funds, please reach out to us for help! We do not want this to be the one reason you don't sign up.*

### **Finance Point Person for Family**

- Create Amazon Wishlist for family's needs
- Develop and coach family on household budget & managing resources (understanding how to pay rent, cost of utilities, food, transportation, & other living expenses)
- Help family develop a system for paying bills
- Assist family with opening a bank account (recommended: Truist Bank)
  - Who on the team will oversee this: \_\_\_\_\_

### **Interpreter Point Person**

- Speak the language of the family you will be assigned (likely Dari/Afghan Farsi, Pashto, Arabic); do not need to be professional interpreters.
- If an interpreter cannot be physically present, they can FaceTime
- [Download and understand Tarjimly](#) and ensure other team members know how to use it for when an interpreter cannot assist at all.
- Teach family members how to [download and use Tarjimly](#).
  - Who on the team will oversee this: \_\_\_\_\_

### **Healthcare Point Person**

- Assist family with signing up for Medicaid/ health benefits.
- Identify primary care and mental health providers in the area who are accepting new patients with Medicaid and who provide interpreters.
- Accompany refugees to first appointments with primary care providers and any specialists necessary for follow up.
- Empower refugee adults to navigate the healthcare system and advocate for themselves as patients: make appointments (not only when they're sick, but also for routine visits), request interpreters with medical providers, take public transportation, or request rides when necessary.
- Assist refugees in obtaining professional care to meet urgent emergency medical needs.
- Ensure refugees know their right to have an interpreter and know how to ask for one
  - Who on the team will oversee this: \_\_\_\_\_

### **Education Point Person**

- Assist with enrolling children in school (if not already done by CWS) and help parents understand their children's schooling (how grades work, how absences work etc.)
- Act as liaison with the public schools that children attend (fill out School Liaison Letter)
- Enroll adults in SAVES or REVEST ESL programs (for those who can make the commitment - 4-5 days a week, 3-4 hours/day)
  - Arrange childcare (through Childcare Point Person) and/or early childhood education programs for toddlers
- For those who cannot commit to SAVES/REVEST, work with RAA's ESL Coordinator to enroll adults in RAA's English program
- Ensure children are registered for school busing and explain this to parents and children (times, stops, etc.)
- Help family get a public library card
- Ensure children are registered for free and reduced lunch if the parents want this
  - Who on the team will oversee this: \_\_\_\_\_

### **Transportation & Community Orientation Point Person(s)**

- Teach family how to use public transportation (fares, payment, entering and exiting procedures) and how to navigate routes (can ask bus driver to tell you where to get off)
- Show family members how to get to important locations: ESL classes, health clinics, grocery stores, laundromat, post office, food pantries, public library, etc.
- Only in extenuating circumstances, arrange for Uber rides (can be paid for from team's fundraising pool)
- For initial appointments and needs that cannot be met by public transit, coordinate rides with the rest of the team to help take family to initial appointments.
- Assist the family in getting a bicycle (can be donated or added to Amazon wishlist)
- Assist with getting driving study materials for driver's permit, making appointment at DMV to take restricted test or enrolling refugee client in driving lessons/DMV appointment for license test
  - Who on the team will oversee this: \_\_\_\_\_

### **Food, Wellness, and Cultural Orientation Point Person**

- Assist the family with applying for Food Stamps/ WIC (Women, Infants and Children Nutrition Benefits)
- Help the family identify nearby mosques and halal markets
- Teach the family the basics about living in the US: grocery shopping, clothes laundering, Miami-specific information, etc.
- Assist the family in getting WiFi
- Teach family how to operate all mechanical aspects of their home including plumbing, electrical appliances and lights, security, maintenance expectations
- Discuss U.S. norms for hygiene and dress, especially as it relates to job interviews
- Spearhead organizing fun outings for the team and family to do together
  - Who on the team will oversee this: \_\_\_\_\_

### **Employment Point Person** (check to see if your family is enrolled in Matching Grant with CWS before doing anything related to employment)

- Identify potential employment opportunities (Romona Allen, RAA Staff Member who oversees Employment)
- Work with employable adults to create a resume/ work experience
- Ensure family members have their Work Authorization on file
- Assist with job searches, applications, and the interview process
- Teach about workplace etiquette (show up on time, call out if sick, can be fired, etc.)
- Once employed, offer support to foster job retention
  - Who on the team will oversee this: \_\_\_\_\_