



## **Volunteer Advocate Position Description**

### **Purpose:**

Advocates work in teams to provide regular, on-going support to clients, both individuals and families, in Lane County, who are refugees. Advocates serve as a social connection and assist clients with navigating the community as they seek to become self-sufficient. Advocates may problem-solve, help clients learn the bus system, connect with the library and YMCA, get oriented to local grocery and discount stores, familiarize themselves with the community, and more. They also assist with certain aspects of required Cultural Orientation.

### **Essential Responsibilities:**

Be available to work with the client a minimum of 4 hours/week, with the understanding that more time is likely to be needed during the first few months, and less later on. Flexibility is essential.

- Assist clients with the issues they are facing as they seek to become self-sufficient members of the community.
- Communicate with Volunteer Coordinator or staff regarding any issues the client(s) may have
- Attend initial training, read required materials and participate in on-going trainings as available
- Submit activity reports and hours in a timely manner
- Maintain confidentiality
- Be respectful of the clients and their cultural traditions
- Work effectively with language interpreters

### **Qualifications:**

- Minimum of 18 years of age
- State issued photo ID
- Ability to pass a criminal background check
- Access to a computer and the ability to use it for record-keeping and communication
- Have a cell phone and the ability to send and receive text messages<sup>1</sup>
- Ability to work cooperatively in a team with other advocates
- Ability to communicate clearly and effectively in English

### **Commitment:**

- Available at least 4 hours/week to meet with clients, communicate with staff, and ongoing training. More time will likely be needed during the first few months; flexibility is essential.
- Commit to spending a minimum of a year with a client household
- Commit to documentation of work activities

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<sup>1</sup>