

Good Neighbor Committees

Division of Assignments, Tasks, & Responsibilities
of Refugee Resettlement Partners





Good Neighbor Committee Assignments, Tasks, & Responsibilities

Good Neighbor committees described herein are ideas how to organize your team members and divide assignments. Use this packet as a guideline to create your team and delegate responsibilities.

General Coordinator.....Page 2

General Description: Serve as coordinator between LSS/NCA and Good Neighbor team. Ensure all roles and responsibilities are being met.

Employment Team.....Page 3

General Description: Secure employment for adult family members. Assess family's financial needs and benefits. Help find necessary job training and craft resume.

Food & Clothing Team.....Page 4

General Description: Ensure that family has the food and clothing needed upon arrival and during first few months in our community.

Finance Team.....Page 5

General Description: Determine plan for fundraising to provide rental assistance and other support to family. Ensure family is financially prepared to reach self-sufficiency.

Housing & Furnishing Team.....Page 6-7

General Description: Assist LSS/NCA staff in locating affordable housing. Ensure utilities are set up. Inform/teach family about appliances, home security, and home maintenance.

Transportation Team.....Page 8

General Description: Arrange transportation for family to and from housing, interviews, and appointments. Teach family about public transportation.

Welcome Team.....Page 9

General Description: Provide cultural orientation to family regarding new community. Schedule welcome activities, dinners, and outings as appropriate.

General Coordinator

Responsibilities

- Serve as liaison between LSS/NCA and the Good Neighbor team
- Recruit team members, confirm required paperwork has been completed, and ensure that all tasks have been delegated
- Provide information regarding the family to team members
- Work with teams to schedule activities and to ensure timely completion of tasks
- As needed, schedule and lead team meetings

Qualities and Attributes: Compassion, Sensitivity, flexibility, and patience. Excellent organizational skills and an ability to delegate are essential. Hours per week: 2-4 hrs

General Coordinator Checklist

Task	Home Raiser	Foundation Layer	Architect	Carpenter
Preparations				
Turn in signed commitment form	X	X	X	X
Recruit team members	X	X	X	X
Provide team with information about the refugee family	X	X	X	
Collect volunteer confidentiality agreements from all team members and return to LSS/NCA	X	X	X	
Ensure each team member has attended volunteer orientation and submitted background check form	X	X	X	
Create a plan with teams for implementing Good Neighbor responsibilities	X	X	X	X
First Week				
Coordinate with teams to begin regular visits with the family	*	*	X	
Schedule regular check-in meetings with the LSS/NCA caseworker on the progress of the family	X	X	X	
Ongoing Needs				
Attend scheduled meetings with LSS/NCA to address questions and concerns	X	X	X	
Continue to meet with teams to talk about progress, needs, or concerns of the family	X	X	X	

*Projects dependent on additional core services selected

Employment Team

Responsibilities:

- Prior to the family's arrival, explore employment opportunities and benefits.
- Assess the skills and interests of the employable adults
- Help draft a simple resume
- Work with Transportation Team to coordinate transportation to and from work site.
- Keep open communication between refugee and LSS/NCA job developer and school liaison.
- When appropriate, help employable adult gain access to job training and education.

Qualifications: Knowledge of job hunting procedures and resume building, patience. Hours per week: 2-4 hrs. (The most work will be immediately following the family's arrival.)

Suggested team: Team Leader, 2-4 team members.

Employment Team Checklist

Task	Home Raiser	Foundation Layer	Architect	Carpenter
Preparations				
Explore local employment opportunities, job fairs, and job training opportunities. This can include recreation centers, ESL schools, vocational trainings, and community colleges.	X	X	X	
First Week				
Schedule trainings and fairs with refugee family member(s)	X	X	X	
Assist in crafting and preparing resumes.	X	X	X	
Visit employment services office.	X	X	X	
Second-Fourth Week				
Help schedule at least one job interview.	X	X	X	
Update general manager about progress.	X	X	X	
Ensure employment of at least one family member.	X	X	X	
Work with transportation team to ensure refugee can access interviews and meetings through public transit or volunteer on team.	X	X	X	
Ongoing Needs				
Check-in weekly with refugee family about concerns and achievements.	X	X	X	
Ensure employment of other employable family members.	X	X	X	

Finance Team

Responsibilities:

- Adapt the budget sheet (samples on pages 5 & 6 of the Good Neighbor description document) to meet the needs of the family
- Identify and cultivate sources of funding; see that there are funds available for the family's expenses and rental assistance. (All donations should go directly through LSS/NCA)
- Collect, distribute, and account for new and continuing funds
- Teach banking, budgeting, and basic finance to the family
- Assist in the preparation of income tax forms and savings account management

Qualifications: Knowledge of family finances and banking procedures. Hours per week: 2-4 hrs.

Suggested team: Team Leader, 2-4 supporting team members

Finance Team Checklist

Task	Home Raiser	Foundation Layer	Architect	Carpenter
Preparations				
Create a budget for team (consider which items are expected to be donated.)	X	X		X
Identify sources of funding (i.e. church budget, special offering, fundraising).	X	X		X
Account for all donations and contributions. (To be given directly to LSS/NCA for distribution to family.)	X	X		X
First Week				
Coordinate with other teams to provide money for rent, food, household needs.	X	X		
Second-Fourth Weeks				
Assist the family in opening a checking/savings account. Be prepared to explain basic banking procedure.	X	*	X	
Assist family in creating a monthly budget	X	*	*	
Ongoing Needs				
Assist family in paying rent (as agreed) by contributing rental assistance directly to LSS/NCA.	X			
Be available to provide ongoing financial advice.	X	X	*	
Ensure family has budgeted appropriately. (May need to readjust budget.)	X	*	X	

***Projects dependent on additional core services selected**

Food and Clothing Team

Responsibilities:

- Collect and deliver first month's supply of food and perishables.
- Schedule a trip to the local grocery store.
- Schedule outings to department and thrift stores.
- Provide any weather-related clothing needs.
- All food must be culturally appropriate. (Etc. Halal, Kosher, Vegetarian)
- Clothing must also be culturally appropriate (with the exception of winter-wear). Therefore, clothing should be purchased/collected following the family's arrival. It is impossible to know exact sizes of clothing prior to family's arrival.

Qualifications: Ability to shop on a limited budget.

Hours per week: 2-4 hrs. (The most work will be immediately following arrival.)

Suggested team: Team Leader, 2-4 team members

Food and Clothing Team

Task	Home Raiser	Foundation Layer	Architect	Carpenter
Preparations				
Locate nearest grocery store and affordable clothing store to refugee.	X	X	X	
Collect and deliver first month's supply of food.	X	X		
First Week				
Ensure, at all times, the family has an ample supply of food and drink.	X	X		
Coordinate with finance team to purchase new socks and under garments. (Ensure all other clothing needs are met.)	X	X		
Schedule a trip to the local grocery store. Coordinate with finance team to purchase groceries.	X	X	X	
Second-Fourth Week				
As needed, assist in grocery shopping.	X	X	X	
Help the family purchase clothing items from their budget.	X	X	X	
If invited, join the family for a meal. This is one way in which the family might express their gratitude to you.	X	X	X	

Housing & Furnishing Team

Responsibilities:

- Look at affordable housing prior to family’s arrival. Find temporary housing if this is most practical. (LSS/NCA may assist/guide in this process.)
- Once the family has arrived, help them sign the lease. (LSS/NCA will not co-sign a lease; arrangements must be made with landlord for family to sign lease after arrival. However apartment and set up must be secured before arrival. LSS/NCA may assist/guide in this negotiation.)
- Collect and deliver any furniture that has been donated by organization/congregation members and outside donors to the family’s permanent residence.
- Call utility companies to make arrangements for service. Coordinate with the finance team to make deposits/donations to LSS/NCA to provide family assistance.
- Have a telephone installed, or cell phones arranged
- Be prepared to inform/teach family about home security and basic home maintenance.

Qualifications: Knowledge of home maintenance and ability to communicate effectively with both realtors and renters. Hours per week: 2-4 hrs (The most work will be before the family’s arrival.)

Team: Team Leader and 2-4 members

Housing and Furnishing Team Checklist

Task	Home Raiser	Foundation Layer	Architect	Carpenter
Preparations				
Look for affordable permanent housing (assist LSS/NCA staff). <u>Do not sign the lease!</u>	X	X		
Encourage congregation to donate items from the supplies list (p.9). Host donation drives as needed to furnish home and supply family with basic needs.	X	X		X
Collect and deliver furniture and household items to residence.	X	X		X
Purchase any household items not donated. (Or create alternative plan of collection.)	X	X		X
Call utility company to make arrangements for service. Coordinate with Finance Team for deposits/distribution to LSS/NCA.	X	X		

First Week				
Share basic information regarding housing. Explain heat, utilities, bathroom fixtures, kitchen facilities, cooking appliances, running water, etc.	X	X	X	
Locate a washing machine and dryer for the family's use in apartment building or neighborhood. Provide instructions and give example.	X	X	X	
Assist family in signing lease.	X	X		
Assess the need for renter's insurance. (Obtain if necessary).	X	X		
Explain home security, use of household appliances, and basic home maintenance. (This may need to be repeated.)	X	X	X	
Second-Fourth Week				
Good Neighbor may provide phone cards for cellular/mobile service or a pre-paid mobile phone. (This is not required by sponsor.)	X	X		
Be available as an advocate for the family in their communications and negotiations with the landlord, telephone company, maintenance, etc.	X	X		

Transportation Team

Responsibilities:

- Coordinate with other teams to arrange for initial transportation to and from job interviews, stores, and social events.
- For any children under the age of eight, make sure that they all have a car or booster seat available.
- Instruct family in the use of public transportation.
- Assist the family in obtaining state identification cards, if necessary.

Qualifications: Valid driver’s license, current vehicle insurance, availability during day & evening hours at least one day per week. Additional drug test screening requisite. Training required to drive LSS/NCA vehicles.

Hours per week: 2-4 hrs (As with other teams, the greatest need will be immediately following arrival.)

Suggested team: Team Leader, 2-4 team members

Transportation Team Checklist

Task	Home Raiser	Foundation Layer	Architect	Carpenter
Preparations				
Organize team volunteers. Ensure that team will be able to cover all daytime, evening, weekend, and weekday needs.	X	X	X	
Secure a car seat for any child under the age of 6. (Each car transporting family will need availability of the car seat(s).)	X	X	X	
First Week				
Coordinate with welcome team to transport family to residence and other appointments.	X	X		
Teach family how to use car seats and seat belts.	X	X	X	
Coordinate transportation to necessary appointments and social events including grocery shopping, job interviews, and health appointments. (Will require coordination with other teams.)	X	X		
Teach family how to navigate public transportation (Metro and bus system).	X	X	X	
Ongoing Needs				
Provide ongoing transportation as needed.	X	X		

Welcome Team

Responsibilities:

- Greet family at airport. Work with Transportation Team to arrange for the transportation of family's initial housing.
- Provide orientation to home and community.
- Schedule social gatherings and outings
- In conjunction with the General Coordinator, visit regularly with the family.

Qualifications: Familiarity with the community; a friendly, outgoing spirit.

Hours per week: 2-4 hrs

Suggested team: Team Leader, 2-4 members

Welcome Team Checklist

Task	Home Raiser	Foundation Layer	Architect	Carpenter
Preparations				
Coordinate with transportation team for transport from airport to housing (or other location based on LSS/NCA instruction.)	X	X		
First Week				
Greet family at airport.	X	X		
Provide a map of community and show family how to navigate to important locations.	X	X	X	
Provide a calendar for the household and help note all important appointments and interviews.	X	X		
Provide a directory of co-sponsor team members that family can call for help.	X	X	X	
Schedule regular visits with the family to address questions and concerns.	X	X	X	
Second-Fourth Week				
Continue to meet the family for meetings to address questions.	X	X	X	
Schedule cheap/free recreational activities to introduce family to the community.	X	X	X	
Plan a welcome meal with your congregation to welcome the family to the community. (Consider appropriate dietary and cultural requirements.)	X	X	X	