**CWS NorCal**

**Case Aide Volunteer**

Volunteer Job Title: Case Aide Volunteer

Reports to: Directly to Volunteer Coordinator Program Case Manager

Division: Refugee Welcome Services

Department: Reception and Placement

Job Location: Walnut Creek, CA

Introduction: Church World Service (CWS) is a not-for-profit, faith-based organization transforming

communities around the globe through just and sustainable solutions to hunger, poverty, displacement and disaster. CWS does not discriminate on the basis of race, color, religion, sex, national origin, gender identity, genetic information, age, disability or veteran status in employment or in the provision of services.

Position Summary: Help support newcomers by serving as a Case Aide to newly arrived clients – helping to meet various needs. Services may vary from client-to-client with direct support and supervision provided by the client’s case manager.

Responsibilities:

* Work alongside CWS NorCal staff to develop a service plan to be completed throughout the volunteer period.
* Work alongside case manager to reach self-sufficiency goals.
* Assist client in achieving economic self-sufficiency goals.
* Communicate successes and concerns with Volunteer Coordinator as they arise.
* Assist in various core services to include:
* Filing out and filing various forms and documents
* Transportation to various medical appointments, job interviews, etc
* Furnishing and setting up a newcomer’s residence
* Practice building a resume or job interview skills with clients in preparation for finding employment
* Connect the client with and promote the use of public transportation.
* Assist in various additional services to include:
* In-home ESL tutoring
* Cultural integration and orientation assistance

Volunteers must:

* Review all policies and procedures provided by CWS NorCal staff.
* Report all volunteer hours and mileage to CWS NorCal staff.
* Complete all required training/onboarding prior to volunteering.

Time Commitment:

Volunteers must commit to at least one-hour of volunteerism per week for a minimum of three months (to complete the 90-day R&P period)

Qualifications**:**

* Must be at least 18 years of age.
* Must complete all required training and onboarding requirements, including a background check.
* Must comply with all policies and procedures.
* Have an understanding and the ability to learn and work with people of diverse cultural backgrounds.

Training**:**

* Complete necessary agency orientation and training.
* Attend training specific for client needs and cultural competencies, as needed.

Location**:**

* Walnut Creek, CA
* Volunteers will meet directly with clients in the client’s home/apartment or at local office. Various locations around the community.

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Volunteer Name and Signature            Date                 CWS Staff Name and Signature       Date