Importance of Position:
Sacramento Food Bank & Family Services (SFBFS) contracts with United State Conference of Catholic Bishops (USCCB) to provide refugee resettlement services. All of the refugees accepted into the US have gone through extensive security and background checks, often waiting years to be allowed entry. SFBFS is responsible for support for the refugees for their first 90 days in the United States.

Family Support volunteers will provide ongoing, as-needed help to an assigned family.

Qualifications:
- Must be 18 years of age or older
- Attend SFBFS volunteer orientation
- Clearance of LiveScan background check ($15)
- Completion of online child abuse reporter training
- Willing to provide transportation in your own vehicle or SFBFS vehicle. Must provide a copy of CA Drivers’ License and DMV printout (clean driving record required)
- Copy of auto insurance showing that you have the minimum coverage: $100,000 coverage per person, $300,000 per accident
- Bilingual helpful, but not required (Arabic, Farsi, Dari, Pashto, Russian)
- Interest in supporting newly arrived refugee families
- Knowledge of community resources or ability to research in order to meet the families’ needs
- Caring, compassionate, good listener, desire to help

Reports to: Refugee Resettlement Manager

Responsibilities (may include the following, and vary from family to family)
- Track and report volunteer hours to Refugee Resettlement Manager
- Weekly home visit to family
- Transportation and assistance with:
  - Grocery shopping (identify culturally appropriate markets)
  - Doctor appointments for expectant moms
  - SFBFS Computer Lab and/or Clothing Program
  - Job interviews and job fairs
- Assistance with:
  - First day of school attendance for school age children
  - Schedule appointments with primary care doctors
  - Locating and utilizing food pantries near their home
  - Opening a bank account
  - Scheduling DMV appointments for CA ID and DL
  - Bill paying process for the first month:
    - Methods of payment (for example check or money order, not cash)
    - How to make payments online
    - How to buy a money order
- Identifying the location of nearest grocery stores and Dollar Store
- Using public transportation
- Follow-up on support you have provided. For example:
  - If you helped to schedule an appointment, please follow-up to find out if transportation, additional information, or other preparation is needed. If you are not available to provide the additional support, please let the individual or family know so they can make other arrangements.

Benefits of volunteering:
- Hands-on, tangible way to help a family in need
Family Support Volunteer Position Description
Refugee Resettlement

- Welcoming a new family to the United States
- Learn about a new culture
- Make a long-lasting impact on a family

Program Hours: Flexible; you will determine your schedule and availability upon first meeting with your assigned refugee family. Additionally, SFBFS occasionally makes last minute or “on-call” requests of volunteers.
Minimum commitment: 30 to 60 day commitment requested
Location: various locations throughout Sacramento

Contact Person:
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