“Ama” Volunteer Position Description
Refugee Resettlement

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.

“Ama” means “auntie” in Dari, the native language spoken by many refugee families arriving through Sacramento Food Bank & Family Services’ (SFBFS) Refugee Resettlement program. Our “Ama” volunteers provide support specifically to newly arrived, pregnant, refugee mothers. You will ensure that moms feel supported and assisted as they get ready to welcome a new family member in a brand new country.

Qualifications:
- Must be 18 years of age or older and female
- 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. 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
- Experience as a mom or child care experience helpful, but not required
- 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 Coordinator

Responsibilities (may include the following)
- Track and report volunteer hours to Refugee Resettlement Coordinator
- Pick-up mom (and older kids, in some cases) from her home and take them to necessary appointments (using personal vehicles or SFBFS vehicle)
- Assist with filling out/explaining forms and documents
- Documentation of notes during all appointments and report back to Refugee Resettlement Coordinator

Benefits of volunteering:
- Hands-on, tangible way to help a family in need
- Welcoming a new family to the United States
- Learn about a new culture
- Make a long-lasting impact on a family

Program Hours: Varies but always during weekday business hours. Requires a flexible, sometimes on-call availability
Minimum commitment: 30 to 60 day commitment requested
Location: various locations throughout Sacramento

Contact Person:
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