

VISTA Assignment Description (VAD)

Title: New Americans Volunteer Coordinator - Nashville
Sponsoring Organization: Catholic Charities USA Project Name: CCUSA New Americans Project Number: 15VSANJ007 Project Period: 09/06/2015 - 10/29/2016
Site Name (if applicable): Catholic Charities of Tennessee, Inc.
Focus Area(s) Primary: Capacity Building Secondary:

VISTA Assignment Objectives and Member Activities

Goal of the Project: To help newly-arrived refugees acclimate to American culture and responsibilities while providing meaningful one-on-one connections that foster awareness, understanding, and solidarity across the refugee and mainstream communities in Nashville, the Refugee Services VISTA project will build the capacity of CCTN by developing a sustainable volunteer recruitment and management system for the Refugee Services department.

Objective of the Assignment (*Period of Performance: 11/15/2015 - 11/30/2015*)

Assess current department and client needs for volunteer services and roles to identify most pertinent needs.

Member Activity: 1. Review funding guidelines, cultural backgrounders on refugee populations, and current volunteer role descriptions
2. Interview staff, clients, and current and/or former volunteers to determine needs, challenges, and incentives for participation
3. Revise existing volunteer role descriptions and add new descriptions as determined appropriate based on assessment

Objective of the Assignment (*Period of Performance: 12/1/2015 - 1/31/2016*)

Assess and convert the department's current recruitment, enrollment, and training methods into a streamlined system of internet-based information, enrollment capabilities, and training.

Member Activity: 1. Assess current training materials and needs
a. Review existing training materials
b. Identify additional training needs based on review and volunteer interviews
2. Compile comprehensive volunteer materials utilizing existing materials and enhancements or reductions determined appropriate following assessment
3. Assess current enrollment system functions and needs
a. Review existing process for enrollment through staff interviews
b. Develop a protocol for the flow of responsibility for volunteers from initial contact through client match and follow-up
4. Create an online system for volunteer enrollment and training
a. Create additional training modules of text and video to address needs identified in assessment
b. Work with Support Services Coordinator (as needed) to convert training materials to internet based documents

Objective of the Assignment (Period of Performance: 2/1/2016 - 11/14/2016)

Provide 30 newly-arrived refugee families with volunteers who will facilitate education, recreational, and social engagement.

Member Activity: 1. Establish recruitment protocols to attract volunteers a. Utilize Facebook, blog posts, and other social mediums to conduct outreach, highlight volunteer needs, and spotlight existing volunteers b. Advertise volunteer needs and special volunteer events through Hands on Nashville website 2. Develop system for staff to refer clients in need of volunteer assistance to Volunteer Coordinator 3. Develop reporting and tracking system for volunteer hours a. Review funder and Fiscal Services requirements for tracking of volunteer hours b. Utilize existing tracking forms and create new methods as needed 4. Complete enrollment, training, and matching of 30 volunteers according to established protocols 5. Review strengths and needs of system and implement changes as needed

Objective of the Assignment (Period of Performance: 2/15/2016 - 11/14/2016)

Increase community support of and connection to the refugee community.

Member Activity: 1. Identify and coordinate quarterly volunteer projects for refugees and mainstream community members to complete together a. Work with Hands on Nashville and other community organizations to identify group service projects b. Communicate and coordinate with mainstream community groups seeking volunteer opportunities c. Communicate and coordinate with staff and existing volunteers to identify clients for participation d. Coordinate transportation of clients as needed e. Provide oversight of chosen service projects f. Document volunteer hours and maintain records of projects completed