

VISTA Assignment Description (VAD)

Title: NYC Refugee Resettlement Volunteer Coordinator
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 Community Service of New York
Focus Area(s) Primary: Capacity Building Secondary:

VISTA Assignment Objectives and Member Activities

Goal of the Project: The Refugee Resettlement Volunteer Coordinator will implement effective volunteer management strategies to positively impact volunteer planning, training and retention. This project will allow Refugee Resettlement (RR) clients to connect with volunteers, who will provide the much needed support services to effectively access public benefits, gain employment skills and integrate into the community.

Objective of the Assignment (*Period of Performance: 04/1/2016-05/31/2016*)

The Volunteer Coordinator will assess the existing volunteer network of the RR office in New York to understand current capacity and better match volunteer services with program needs.

Member Activity: 1. Complete CCCS-NY and RR orientation to ensure strong understanding of CCCS resources and volunteer-engagement tools, as well as resettlement programs and procedures. 2. Conduct interviews with existing volunteers to measure abilities, interests, and current services provided. 3. Conduct interviews with case managers and clients to gauge program/ personal needs and expectations. 4. Assess the current volunteer program and develop an effective management plan.

Objective of the Assignment (*Period of Performance: 06/01/2016-10/31/2016*)

Based on the ongoing assessment of the program and client needs and existing capacity, implement volunteer program management tools.

Member Activity: 1. Develop an effective timeline to execute volunteer management plan. 2. Recruit and train 10 new volunteers who can commit at least 3 months. 3. Coordinate volunteer skills with client and program needs. 4. Manage volunteer concerns and improve volunteer retention and satisfaction.

Objective of the Assignment (*Period of Performance: 11/01/2016-03/31/2017*)

Foster awareness of refugee issues and increase community support and interest. Encourage unification between the refugee community and the greater New York City community.

Member Activity: 1. Conduct outreach with community members, community partners, faith-based organizations, civic groups, and others to advocate for refugee issues and promote new volunteer opportunities. 2. Keep an active list of local community partners for effective outreach and communication of office needs and successes. 3. Create specific service projects with short-term and long-term goals. 4. Promote Holiday Drives, World Refugee Day and other platforms for long-standing refugee and immigrant support in New York City.