



RAICES Volunteer Handbook

Dallas · Fort Worth · Austin · Houston · San Antonio · Corpus Christi

VOLUNTEER HANDBOOK

6/4/2019

Geovanie S. Ordonez- Volunteer Operations Manager

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Introduction:

Welcome to the volunteer program at RAICES. We appreciate your willingness to give your time and talents to support those in our communities dealing with an immigration system that breaks apart families and leaves millions without pathways to legal status. The time that you give will be a very rewarding experience.

As you review the Volunteer Handbook, remember you can ask the RAICES Volunteer Team any questions you may have at volunteer@raicestexas.org.

The volunteer program at RAICES is designed to augment and complement the paid staff and the services to our clients. Volunteer program members will adhere to the same policies and procedures as paid staff. Policies and procedures can be obtained through the volunteer team.

This handbook has information about being a volunteer at RAICES. The handbook is organized by specific topic area. The volunteer activities vary on office location. With that said, the goals and expectations for each volunteer activity are the same.

Organizational Summary

Who are we?

Founded in 1987 at the Refugee Assistance Project by community activists in South Texas, RAICES has grown to be the largest immigration legal services provider in Texas. With offices all throughout Texas, RAICES is a front-line organization in the roiling debate about immigration and immigrants in the world.

In 2017, RAICES staff closed 51,000 cases at no cost to the client. Our advocacy and commitment to change are driven by the clients and families we serve everyday as our attorneys, legal assistants and supporting staff provide legal advocacy and representation in an immigration system that breaks apart families and leaves millions without pathways to legal status. Since 2018, RAICES has grown and accomplished many things thanks to the support of our communities and the dedication of our staff; this includes the creation of our Advocacy Department, the creation of our Social Programs Department, and the creation of our Legal Defense Fund. We also now have the largest bond fund in the U.S. and have been fortunate enough to bond out over 600 people from immigrant detention since July 2018.

Mission Statement

We defend the rights of immigrants and refugees, empower individuals, families and communities, and advocate for liberty and justice.

Vision Statement

We envision a compassionate society where all people have the right to migrate and human rights are guaranteed.

Officers

Jonathan Ryan, CEO / President
San Antonio

Michelle Garza, Chief Legal Programs Officer
Dallas

Sara Fairley, Chief Social Programs Officer
Fort Worth

Julia Harvell, Chief Administration Officer
Bastrop, TX

Liz Dunn, Chief Development Officer
San Antonio, TX

Erika Andiola, Chief Advocacy Officer
Phoenix, AZ

Social Services Team

Sara Fairley, Chief Social Programs Officer
Fort Worth

Miriam Camero, Associate Vice President Social Programs
San Antonio

Geovanie Ordonez, Volunteer Operations Manager
San Antonio

Spencer Baldacci, Community Volunteer Coordinator
San Antonio

Cassidy Fritts, Youth Volunteer Coordinator
San Antonio

Carla Gonzalez, Volunteer Data Specialist
San Antonio

Nate Roter, Post Release Programs Manager
San Antonio

Mariela Jasso, Bus Station Program Manager
San Antonio

Einas Albadri, Refugee Resettlement Program Manager
San Antonio

The Volunteer Team will be the volunteer's first line of communication. The volunteer team is comprised of three positions. They are 1) Volunteer Operations Manager, 2) Community Volunteer Coordinator, and 3) Youth Volunteer Coordinator.

Reach out to the Volunteer Team if you...

- Have questions about the volunteer activities;
- Concerns about work you may be doing or may need more training;
- Have general feedback on the volunteer program or staff.

The Volunteer Team is readily available for any questions you may have. Please depend on the volunteer team to answer any questions and address any concerns!

GENERAL INFORMATION

Volunteer staff members augment and complement the efforts of the RAICES team. Our volunteers provide direct and indirect support to our immigrant communities. Volunteers clock in hundreds of hours each month in the various RAICES programs.

The following are goals that volunteers should strive to achieve throughout the work being done.

As a team we want to...

GOAL 1: provide high quality, timely and cost-effective immigration legal services to immigrant and marginalized communities.

GOAL 2: hold local, state and national leaders accountable for the just and equitable implementation and administration of laws, policies, and practices that impact the immigrants and marginalized communities that we serve.

GOAL 3: innovate collaborations between the legal community and community-based organizations implementing a broad and holistic vision of the role of legal services

GOAL 4: lead in immigration-related law and advocacy through intentional development and mentorship of staff, interns, students, volunteers, and community members.

GOAL 5: RAICES generates and applies original knowledge developed through grassroots work to advocate for change through community activism, policy change, and litigation

RAICES OFFICE LOCATIONS:

DALLAS- NO VOLUNTEER ACTIVITIES AVAILABLE AT THE TIME.

FORT WORTH- NO VOLUNTEER ACTIVITIES AVAILABLE AT THE TIME.

AUSTIN- NO VOLUNTEER ACTIVITIES AVAILABLE AT THE TIME.

SAN ANTONIO- CASSIDY FRITTS, CARLA GONZALEZ, GEO ORDONEZ, SPENCER BALDACCI

HOUSTON- NO VOLUNTEER ACTIVITIES AVAILABLE AT THE TIME.

CORPUS CHRISTI- BEATRIZ ALVARADO

VOLUNTEER INFORMATION

ABSENCE

Volunteers are required to let the RAICES staff know when they will not be able to fulfill any agreed upon obligation at least 24 hours in advance. If you need to cancel a shift, please cancel through your Better Impact profile. For more guidance on how to cancel click [here](#).

If you need to cancel and it is less than 24 hours, please send the volunteer team an email at volunteer@raicestexas.org

This includes but not limited to:

- Jury Duty
- Family Emergency
- Sudden Illness
- Military Duty

BACKGROUND CHECKS

At RAICES we prioritize the safety of our clients and the migrant community we serve. We want to ensure that we are protecting them of further hardship. All volunteer activities must have background checks when they become a member of the volunteer staff. **The exception for this rule are youth under the age of 18.**

The background check request will be sent through email to individuals who have registered to be a volunteer. Your information is secure and is handled directly by [Good Egg](#), our background check provider. If you have any questions or concerns, please email the volunteer team at volunteer@raicestexas.org or call Good Egg at (631) 557-0100.

CONFIDENTIALITY, PRIVACY, SECURITY OF MEMBERS

All volunteers are expected to hold in strict confidence information they may receive in any manner while volunteering at the RAICES. Further in this handbook a RAICES Confidentiality Agreement has been provided for volunteers to sign. This includes but is not limited to:

- Accessing information that is not within the scope of the volunteer’s duties;
- Misusing, disclosing without proper authorization, or altering confidential information;
- Disclosing to another person your sign-on code and/or password for accessing electronic or confidential information or for physical access to restricted areas;
- Using another person’s sign-on code and/or password for accessing electronic confidential information or for physical access to restricted areas;
- Leaving a secured application unattended while signed on;
- Disclosing information about anyone who seeks the assistance of RAICES;
- Identifying information about a client, including name, address or phone number.
- Information regarding a client’s immigration status.
- Information about the abuse experienced by a client and/or family members.
- Any other information about a client, including any quantitative data collected about a client.
- Any internal organizational information and documentation.
- Any internal organizational strategies and processes.
- Any internal organizational internal and external contact information (including contact information with external agency funders, donors, volunteers, community organizations, community leaders, etc.).

Violation of this statement may constitute grounds for corrective action up to and including dismissal and possible further action.

DISPUTE RESOLUTION/CONCERNS

General complaints and concerns by volunteers will be taken by the Community Volunteer Coordinator or Youth Volunteer Coordinator. If there is no resolution, complaints and concerns will be taken to the Volunteer Operations Manager. If you would like to place a formal complaint about a volunteer activity, supervisor or training please email volunteer@raicetexas.org or call 210-446-4470.

Complaints about a volunteer’s behavior/performance will be handled first by the Community Volunteer Coordinator or Youth Volunteer Coordinator. If complaints about the volunteer cannot be resolved at this level, they will be sent to the Volunteer Operations Manager and ultimately reviewed by Chief Social Programs Officer, Associate Vice President Social Programs and Human Resources.

EDIT CONTACT INFORMATION

It is the responsibility of every volunteer to update their personal contact information. We will be reviewing this information annually. Please watch the [following video](#) to see how you can take full advantage of Better Impact. The steps on how to update your profile information can be found below:

1. Login to your [Better Impact Volunteer Profile](#).

2. If you look to the top right of the screen, you will see a drop down that says **My Profile**.
3. Click on this drop down and select **Contact Information**.
4. Please double check the information we already have in our system and add in any additional information you would like us to have.
5. The **Contact Information Page** is also where you can sign up to receive email/calendar reminders about your volunteer shifts. These options are located on the right side under your profile picture and is titled **Subscriptions**.

EXPECTATIONS

RAICES has a long-time organizational climate where paid staff, volunteer staff and the Board work together to accomplish the mission of the organization. The following expectations are set to ensure all work toward the continuation of this organizational tradition.

Volunteers are expected to:

- Be reliable
- Dress appropriately, business casual.
- Respect confidentiality
- Adhere to policies and procedures
- Carry out assigned tasks and commitments
- Act in a professional manner at all times
- Be accountable for completing tasks and commitments
- Undertake any orientation and training needed for their position
- Ask for help and support when needed
- Let the supervising staff member know as soon as possible if you are unable to fulfill their obligations
- Be courteous to clients, paid staff, other volunteer staff and interns
- Raise issues immediately (see dispute resolution concerns)
- Give notice before you leave your volunteer position
- Present feedback about the volunteer program in a constructive manner
- Have an open environment to discuss issues encountered and respect any emotional issues that may arise.

In return the RAICES staff will:

- Engage and support volunteers in their assigned tasks
- Communicate to ensure understanding of expectations
- Ensure a volunteer's time is not wasted
- Treat volunteer staff as a respected member of the team, not just free help
- Ensure a work environment that is safe and comfortable
- Give sound guidance and direction by providing support as needed
- Recognize volunteer staff's contributions day-to-day expressions of appreciation

- Give assignments that takes into consideration personal preferences, life experiences, education, vocational background, and offers opportunities for continued growth and development
- Have ready all resources so the volunteer will be able to complete tasks
- Ensure volunteers are involved in process improvements

FUNDING SOURCES

RAICES receives its funding from a variety of resources. These include: grants, donations, fundraising events, and in-kind contributions as well as pro bono services.

INTERVIEWING, SCREENING, AND PLACEMENT

The following outline describes the volunteer screening and onboarding process.

Step 1- Application

- Submit the application via the link on line application or visit our website [here](#).

Step 2-On-site Orientation -Allow approximately 1.5 hours for this presentation.

- Schedule yourself through Better Impact for an in-person or virtual Volunteer Orientation.
- Volunteers must sign and submit to staff all documents before first shift. Forms can be found below, on your Better Impact profile or our website.
- Topics we will cover through the orientation ware immigration overview, expectations and description of the work volunteers will be doing.
- Applicant must read the online volunteer handbook that can be found on you profile or website.

Step 3- Background check submission

- Once completing an orientation, applicants will be sent a background check request via email through Good Egg.
- Applicants will have 3 days to submit information. If applicant does not submit information within 3 days they must request staff to resend the information.

Step 4- Sign up for your first shift!

- Once receiving a clearance from staff about your background check results you are free to sign up for a shift. For instructions on how to sign up for a shift click [here](#).

Vetting Process Cancellation Policy

- After your 1st "no show" to a scheduled orientation you will receive a follow up email asking you to re-register.
- If you do not re-register, your application will be placed on hold until you register for an orientation.
- Volunteer Operations require a WEEK cancellation/rescheduling notice prior to your scheduled appointment, please notify volunteer services via email at volunteer@raicestexas.org.

RECOGNITION AND AWARDS

We host happy hours, coffee breaks, and other events throughout the year for volunteers. In addition to events, we give shoutouts to volunteers in our monthly newsletter and highlight volunteers on social media (with their permission). There is also a large celebration for Volunteer Appreciation Week in April.

Part of being a volunteer at RAICES is being a member of our community, which is why we want volunteers to have the opportunity to meet one another and form relationships.

TIME KEEPING

Volunteers are responsible for recording the hours by signing in with a staff member at each shift. If you are working remotely, your supervisor will be asking for your hours.

If your supervisor forgets to sign you in or you forget to sign in, please contact the volunteer team at volunteer@raicestexas.org

VOLUNTEER ENGAGEMENT

Volunteers work in every facet at RAICES. Volunteer tasks include but are not limited to:

- Bus Station Volunteer Team
- RAICES Translation Team
- Accompaniment Team
- Bond Volunteer Team
- Refugee Resettlement Team
- Youth Volunteer Activities

Task descriptions for each volunteer program **begin on page 20**. Volunteers will find further details about each position listed above along with expectations and necessary skills for each.

VOLUNTEER PERSONNEL RECORDS

Volunteers must complete:

1. A volunteer application form before beginning to volunteer.
2. If applicable, volunteers must be screened through a background check.
3. Volunteers must record all their hours by signing in at each shift.
4. Volunteers must sign:
 - a. Attached confidentiality form signed and submitted
 - b. Attached volunteer agreement signed and submitted
 - c. Attached media release form signed and submitted

On the Volunteer Record Profile, it will be noted if a background check has been performed and dated, and what training(s) the volunteer has attended. Volunteer records are secured at all times.

VOLUNTEER DEVELOPMENT

Volunteers will have access to the Volunteer Handbook on Better Impact and can be found on our volunteer webpage. Volunteers are responsible for reading the handbook before their first shift. Volunteers will be trained by the appropriate paid staff member for the duties they are to assume.

Along with trainings, the RAICES paid staff will provide monthly engagement events for volunteers and community members. The type of engagement event will depend on the local RAICES office. Below is a list of the monthly events based on city:

- **San Antonio & surrounding areas:** Tuesday @ RAICES every 1st Tuesday of the month
- **Fort Worth & surrounding areas:** RAICES Community Gathering/Junta Comunitaria every 1st Wednesday of the month
- **Austin & surrounding areas:** RAICES Monthly Trainings on need basis. Information dispersed through email.
- **Dallas & surrounding areas:** RAICES Monthly Trainings on need basis. Information dispersed through email.

VOLUNTEER FORMS

Volunteer Forms:

The following forms are to be completed by all ALL volunteers at the time of their training. This process is designed to help mitigate any risks associated with being a volunteer at RAICES.

Volunteers should have the following items submitted:

- Confidentiality form signed and submitted
- Volunteer agreement signed and submitted
- Media release form signed and submitted



**Refugee and Immigrant Center for Education and Legal Service
Volunteer Agreement to maintain Client Confidentiality**

I, _____, acknowledge and understand that as a volunteer of RAICES, I am bound by the duty RAICES has as a law firm to maintain in strict confidence all information relating to its clients and their cases.

I will not discuss or disclose any information relating to any RAICES client or client's case with any person, agency, organization or other party outside of the law firm, unless explicitly authorized and requested to do so by a RAICES attorney.

Confidential Information. Confidential client and non-client internal organization information should never be discussed in the presence of third parties. Confidential information includes but is not limited to the following:

1. Identifying information about a client, including name, address or phone number.
2. Information relating to a client's family, including children as well as abusive spouse.
3. Information regarding a client's immigration status.
4. Information about the abuse experienced by a client.
5. Any other information about a client, including any quantitative data collected about a client.
6. Any internal organizational information and documentation.
7. Any internal organizational strategies and processes.
8. Any internal organizational internal and external contact information (including contact information with external agency funders, donors, volunteers, community organizations, community leaders, etc.).

Terms. By signing this Confidentiality Agreement, I agree to maintain the highest ethical standards and to abide by the following provisions:

1. All communications between RAICES staff, volunteers and clients are confidential.
2. The duty of confidentiality applies to all client or case information I receive at RAICES, regardless of whether the information pertains to a case I am assigned to work on or to any case.
3. The duty of confidentiality and my obligation to maintain it applies equally to information regarding: current clients; potential clients who apply to RAICES for services but whose cases are not accepted; and former clients.
4. I, as a volunteer/intern, shall not disclose confidential information to a third party without the client's or organization's expressed consent to release such information.
5. I, as a volunteer/intern, shall not disclose confidential information to a third party without RAICES' knowledge and consent.
6. I, as a volunteer/intern, shall not post any confidential information online, on any social media channels, or through any electronic means outside of RAICES.
7. I understand that as a volunteer/intern I have a duty to keep client and organization information confidential throughout my term as a volunteer as well as after my volunteer status ends.
8. I agree, as a volunteer/intern, that I will return all RAICES documents, notes, materials, items, technology, etc. upon

the end of my time with the organization.

- 9. I agree, as a volunteer/intern, that I will permanently delete any communication via email, phone, or text with RAICES clients or partners if done on my personal devices.
- 10. I understand that my failure to abide by the terms of this Confidentiality Agreement may result in the termination of my participation as a volunteer with RAICES.

I, _____ (print name of volunteer), have read the above RAICES Confidentiality Agreement and understand its terms and my responsibilities as a volunteer/intern.

Print name of Volunteer

Signature of Volunteer

Print name of parent or legal guardian
(if under 18 years of age)

Signature of parent or legal guardian
(if under 18 years of age)

Date



**Refugee and Immigrant Center for Education and Legal Service
Volunteer Agreement**

Thank you so much for your time and dedication to RAICES, the Refugee and Immigrant Center for Education and Legal Services. Because volunteers act as extended representatives of our organization, we expect you to conduct yourself in a manner that is in the best interest of RAICES and our clients. Therefore, we ask that you complete the volunteer agreement prior to working with us.

As a RAICES volunteer, I agree to ...

Cooperate with and support RAICES staff to jointly further the mission of providing education and legal services to immigrants, refugees, and asylum seekers. This means accepting supervision and guidance from RAICES staff and/or designated volunteer managers and recognizing that the volunteer's role is one of assistance;

Communicate. Ask questions, share ideas, get to know staff and other volunteers. The volunteer coordinators are there to help – don't hesitate to call, email, or ask for a meeting to discuss any problems or concerns that may arise. Every problem is solvable with respectful, honest communication;

Be confidential and protect the privacy of RAICES staff and clients;

If working with clients, ***be respectful and courteous*** in all my interactions with them;

Immediately ***notify*** the volunteer coordinator of any changes with my schedule (e.g. contact information, criminal arrest, charge or conviction history, etc.);

and ***will not use the volunteer position or title for purposes of private or personal gain.***

Print name of Volunteer

Signature of Volunteer

Print name of parent or legal guardian
(if under 18 years of age)

Signature of parent or legal guardian
(if under 18 years of age)

Date



**Refugee and Immigrant Center for Education and Legal Service
Media Release Form**

I grant permission to RAICES to use my image (photographs and/or video) for use in *RAICES* publications including videos, email blasts, recruiting brochures, newsletters, promotional materials, social media and magazines and to use my image in electronic versions of the same publications or on the *RAICES* website or other electronic forms of media.

I hereby waive any right to inspect or approve the finished photographs or electronic matter that may be used in conjunction with them now or in the future, whether that use is known to me or unknown, and I waive any right to royalties or other compensation arising from or related to the use of the image, voice recording or likeness by RAICES, its partners or advertisers. I understand RAICES will retain rights to this footage, imagery, and/or recordings from now until these rights expire under United States and International Copyright Law.

Please check the paragraph below which is applicable to your present situation:

_____ I am 18 years of age or older and I am competent to contract in my own name. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing or verbally addressing concerns with RAICES staff prior to signing, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

_____ I am the parent or legal guardian of the below named child. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing or verbally addressing concerns with RAICES staff, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

Print name of Volunteer

Signature of Volunteer

Print name of parent or legal guardian
(if under 18 years of age)

Signature of parent or legal guardian
(if under 18 years of age)

Date

WWW.RAICESTEXAS.ORG



RELEASE AND WAIVER OF LIABILITY

This Release and Waiver of Liability (the “release”) executed on _____ (date) by _____ (“Volunteer/Intern”) releases RAICES, a nonprofit corporation organized and existing under the laws of the State of Texas and each of its directors, employees, clients.

(“Volunteer/Intern”) understands that the scope of (“Volunteer/Intern”) relationship with Nonprofit is limited to a (“Volunteer/Intern”) position and that no compensation is expected in return for services provided by (“Volunteer/Intern”); that Nonprofit will not provide any benefits traditionally associated with employment to (“Volunteer/Intern”); and that (“Volunteer/Intern”) is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of (“Volunteer/Intern”) services to Nonprofit.

RAICES and it’s employees will not be held responsible or liable by me in any way whatsoever as a result of any incident which might be construed to adversely affect me or my health, safety or welfare.

I have fully disclosed to the appropriate RAICES staff information about my physical and mental health which might affect my performance as an (“Volunteer/Intern”), and I acknowledge full responsibility for any consequences of my failure to disclose that information.

By signing below, I express my understanding and intent to enter into this Release & Waiver of Liability knowingly and willingly.

Print name of Volunteer

Signature of Volunteer

Print name of parent or legal guardian
(if under 18 years of age)

Signature of parent or legal guardian
(if under 18 years of age)

Date

ACTIVITY DESCRIPTIONS

Task title	<i>Accompaniment Volunteer</i>
Reports to	<i>Community Volunteer Coordinator</i>

Activity purpose

Accompaniment volunteers are responsible for standing in solidarity with individuals facing deportation during their appointments with immigration enforcement (ICE) officials.

- Provide **SUPPORT** to individual immigrants and/or their families as they interact with immigration officials
- **WITNESS** the immigration system and share experiences of injustice with your communities
- In partnership with immigrant families and leaders, use your accompaniment experiences to **ADVOCATE** for positive change in the immigration system and in our communities

Duties and responsibilities

Attend ICE check-ins and/or ankle monitor check-in with client

- Sit with clients in ICE offices and provide support and conversation as needed
- Immediately inform RAICES staff about any suspicious interactions the client has with ICE
- Do not provide any type of transportation to client

Qualifications

Qualifications include:

- Must have a valid US driver’s license
- Must complete and pass a background check
- Must have mode of transportation
- Must be flexible and adaptable to unpredictable ICE schedules and changes
- Must have strong interpersonal communication habits
- Must be a lawful permanent US resident or US citizen

Working conditions

All the accompaniment activities take place in federal or government-contracted buildings. It is important to always have some form of identification and keep RAICES staff informed of all activity regarding a client or bond application.

Approved by:	<i>Miriam Camero</i>
Date approved:	<i>5/16/19</i>
Reviewed:	<i>Geo Ordonez</i>

Task title	<i>Bond Volunteer-</i>
Reports to	<i>Accompaniment & Bonds Coordinator</i>

Activity purpose

Bond volunteers are responsible for supporting our detention immigrant population by assisting RAICES in paying bonds. The main goal of volunteers is to take paperwork to the local ICE office and wait. With every successful bond paid by the volunteer means a mother, father, brother and so on are released from detention.

Duties and responsibilities

Pre-shift

- Pick up bond applications from our Holloway office by 10am
- Drive the applications over to the San Antonio ICE office

During Shift

- Deliver bond applications and payment to the ICE office
- Wait while paperwork is processed
- Maintain continuous communication with RAICES bond staff

Qualifications

Qualifications include:

- Must have a valid US driver's license
- Must complete and pass a background check
- Must have mode of transportation
- Must be flexible and adaptable to unpredictable ICE schedules and changes
- Must have strong interpersonal communication habits
- Must be a lawful permanent US resident or US citizen

Working conditions

All the accompaniment activities take place in federal or government-contracted buildings. It is important to always have some form of identification and keep RAICES staff informed of all activity regarding a client or bond application.

Approved by:	<i>Miriam Camero</i>
Date approved:	<i>5/16/19</i>
Reviewed:	<i>Geo Ordonez</i>

Task title	<i>Bus Station Volunteer</i>
Reports to	<i>Post Release Specialist</i>

Activity purpose

Our post release team provides direct services to individuals and families recently released from detention, including assistance at the downtown San Antonio bus station to review travel documents, provide post release orientation, and organize referrals.

Duties and responsibilities**Pre Shift**

- Attend mandatory general orientation and complete background check
- Attend mandatory training either in the morning or evening before your first shift in the station
- Schedule yourself for your first shift once attending orientations.

During Shift

- Conduct intake interviews with individuals and families at the bus station
- Provide each family with a list of legal and community resource providers.

Qualifications

Qualifications include:

- Must have mode of transportation
- Must complete and pass a background check
- Must speak fluent Spanish
- Must have strong interpersonal communication skills
- Must be able to maintain strict client confidentiality
- Must be flexible and adaptable
- Must be comfortable working in a high stress environment

Working conditions

The bus station project takes place at the San Antonio Greyhound Station. The space RAICES uses is shared with the Interfaith Welcome Coalition(IWC). Space is limited and can be cramped. The intakes are conducted once the IWC team has finished running through travel itineraries.

Approved by:	<i>Miriam Camero</i>
Date approved:	<i>5/16/19</i>
Reviewed:	<i>Geo Ordonez</i>

Task title	<i>RAICES Translation Team</i>
Reports to	<i>Community Volunteer Coordinator</i>

Activity purpose

The RAICES Translation Team is a network of translators across the world that can offer our staff in-person and remote translation assistance. Each day, volunteers on the Translation Team provide document translations used for cases and in-person translations for our programs.

Duties and responsibilities

Remote Translations

- Review details about the request sent out and determine if the request fits your schedule and the given deadline can be met;
- Submit translation by the given deadline.

In-person Translations

- Review details about the request sent out and determine if the request fits your schedule and the given deadline can be met;
- Attend appointment to do interpretation.

Qualifications

Qualifications include:

- Must be fluent in the language staff has requested
- Must complete and pass a background check
- Must be lawful permanent US resident or US citizen; **only applicable to translation done for court case**
- Must have flexible transportation; **only applicable for in-person translations**

Working conditions

All remote translations can, of course, be done at a location most convenient to a volunteer. The important thing is to consider that deadlines must be met or volunteer will receive negative review. The location and time of in-person translations will fluctuate. Volunteers need to arrive to in-person appointments 15 minutes early; if a volunteer does not attend a translation they have indicated they could do they will receive a negative review.

Approved by:	<i>Miriam Camero</i>
Date approved:	<i>5/16/19</i>
Reviewed:	<i>Geo Ordonez</i>

Task title	<i>Refugee Resettlement Volunteer</i>
Reports to	<i>Refugee Resettlement Case Manager</i>

Activity purpose

Refugee Resettlement volunteers are responsible for welcoming newly arriving families to our community. Their new home signifies new beginnings in the U.S. With the efforts of volunteers, we can make sure families start their new lives in a well furnished home.

Duties and responsibilities

Apartment set-up

- Assist the Refugee Resettlement case manager in assembling furniture
- Pick up items ordered from local grocery stores and deliver to residence
- Place furniture in home and ensure kitchen is equipped with essentials

Donation Center Organizing

- Reorganize the donation storage space and inventory the donations for the Refugee Resettlement Program

Qualifications

Qualifications include:

- Must have a valid US driver's license; with the exception of student organizations or groups.
- Must complete and pass a background check
- Must have personal vehicle; with the exception of student organization or groups.
- Must be flexible and adaptable to unpredictable situations

Working conditions

This volunteer activity has flexibility within working hours and is family friendly. The locations of the apartment will vary so volunteers should keep in mind that distance traveled will vary as well. Volunteers will be notified 24-48 hours beforehand due to the varying arrival times of families.

Volunteers working at the center requires volunteers to lift items, walk stairs, and work in a slightly warm environment for a period of time.

Approved by:	<i>Miriam Camero</i>
Date approved:	<i>5/16/19</i>
Reviewed:	<i>Geo Ordonez</i>

Task title	<i>RAICES Office/ Administration Support</i>
Reports to	<i>Community Volunteer Coordinator</i>

Activity purpose

The RAICES Translation Team is a network of translators across the world that can offer our staff in-person and remote translation assistance. Each day, volunteers on the Translation Team provide document translations used for cases and in-person translations for our programs.

Duties and responsibilities

Remote Translations

-

Qualifications

Qualifications include:

- Must be fluent in the language staff has requested
- Must complete and pass a background check
- Must be timely
- Must have strong interpersonal communication skills
- Must be lawful permanent US resident or US citizen; **only applicable to translation done for court case**
- Must have flexible transportation; **only applicable for in-person translations**

Working conditions

All remote translations can, of course, be done at a location most convenient to a volunteer. The important thing is to consider that deadlines must be met or volunteer will receive negative review. The location and time of in-person translations will fluctuate. Volunteers need to arrive to in-person appointments 15 minutes early; if a volunteer does not attend a translation they have indicated they could do they will receive a negative review.

Approved by:	<i>Miriam Camero</i>
Date approved:	<i>5/16/19</i>
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RESOURCES

RAICES RESOURCES

- Check out our website's [News page](#) to learn more about how RAICES has been involved with the fight for immigrant justice.
- Follow us on social media to keep up with updates in immigration and what we're getting involved with.
 - [Twitter](#)
 - [Instagram](#)
 - [Facebook](#)
- Listen to the first two episodes of our podcast, Roots of Hope, to learn more about the asylum process and hear personal testimonies from a client, staff, and a community member:
 - [Episode 1](#)
 - [Episode 2](#)
- [General info web page](#)

OTHER RESOURCES

- [Detention Watch Network](#)
- [This Week in Immigration podcast](#)
- [Immigrant Legal Resource Center](#)
- [Border Network for Human Rights](#)
- [Grassroots Leadership](#)
- [American Civil Liberties Union \(ACLU\)](#)
- [Mijente](#)
- [Center for Migration Studies](#)
- [Freedom for Immigrants](#)