



## **Volunteer Program Information**

The structure of the YWCA Tulsa volunteer program will be focused around the main topics of concern for our refugee communities including but not limited to housing, transportation, maternal health, health, education, employment, legal needs, and education.

Volunteers will choose which team to which they will dedicate their time. They are not limited to only one team. Each team will be trained on their topic through a trauma-informed lens by YWCA staff members who are experts in the field. This model will ensure a deeper understanding of specific issues facing refugee communities and how to navigate the systems to meet their needs. While the majority of refugees will be from the Afghan community, the YWCA Tulsa also works with refugees from Burma, Ukraine, Syria, Cuba, and Russia, and volunteers may be working in issues affecting some or all of these communities.

YWCA Volunteers will be required to attend training, adhere to a Volunteer Agreement, and to agree to a background check and Child Safety Guidelines.

### **Housing Team**

Current YWCA Housing Services:

- Liaise between clients and Community Cares Partners (CCP) for all utilities, rental payments, eviction notices, past due notices, and other emergency or cutoff bills
- Assistance in finding affordable housing
- Maintain CCP database for all client accounts
- Education on leases (YWCA does not have access to all leases)
- Education on housing rights and responsibilities
- Referrals to Legal Aid

Volunteer Duties:

- Assistance with finding affordable housing in the Tulsa area
- Helping families move (finding boxes, recruiting companies or organizations with large vehicles, physically moving furniture and items, low-cost moving companies, etc.)
- Assisting with Housing Rights workshops
- Donating or assisting with finding donations for housewares and furniture

### **Transportation Team**

Current YWCA Transportation Services:

- Free transportation for the first 2 weeks of employment for all Afghan refugees or until they receive their first paycheck (not applicable to other refugee clients)
- Create and maintain free driver's education program through Green Light Driving School for approximately 100 Afghan refugees including interpretation, transportation, and licensing

- Ongoing educational classes and workshops on car insurance, loans and financing, purchasing cars, and other private car related information.
- Education on how to use public transportation, Lyft, and Uber
- Schedule and teach refugees how to use SoonerRide for all medical appointments
- Partnering with City of Tulsa on Open Societies Foundation grant focused on transportation

#### Volunteer Duties:

- Last minute rides to medical appointments, social service appointments, or other community events
- Assistance explaining how to purchase insurance, loans, cars, etc.
- Mechanical assistance, either through connecting people to trustworthy auto mechanics or by donating time if proficient in car mechanics
- Assisting people with getting to their driver's tests (if not involved in YWCA driving cohort)

### **Health and Maternal Health Team**

#### Current YWCA Health Services:

- Education on how to schedule medical and dental appointments
- Reapplications for SoonerCare, WIC, SNAP, and SSI renewals
- Education on how to use SoonerRide for all medical appointments
- Referrals to vaccine drives and health clinics
- Plans for health education workshops (diabetes prevention, quitting smoking, etc.)

#### Volunteers Responsibilities:

- Assist with medical/dental appointments and transportation
- Create baby registries and communicate with YWCA marketing team about promotion
- Liaise with Birth Team on advocacy at hospital and prenatal appointments
- Assistance in creating health education workshops

### **Education Team**

#### Current YWCA Education Services:

- Provide ongoing English language, Citizenship, Digital Skills classes
- Provide Youth Tutoring and Mentoring
- Partner with Tulsa Public Schools on education and transportation challenges
- Refer to TPS and CAP Tulsa staff liaisons and enrollment events
- Provide workshops on credentialing, resume building, job interview preparation, etc.
- Assist clients in finding educational opportunities including university, technical schools

#### Volunteer Responsibilities:

- Assist in providing childcare during Adult ESL Classes
- Assist Adult ESL teachers with basic classroom tasks (attendance, facilitating group work, providing one-on-one assistance for those who need it)
- Work with the Youth mentoring/tutoring program

- Assist with educational workshops

### **Employment Team**

#### Current YWCA Employment Services:

- Build and maintain relationships with employers with a commitment to working with refugees and being culturally appropriate with a healthy work environment
- Provide workshops on how to fill out job applications, how to dress for work, practicing for a job interview, orientation to the US workplace, etc.
- Criteria with employers: type of compensation/benefits, salary vs. Hourly
- Coordinate group interviews, orientation, on-boarding and training, and interpretation for employers who hire 5 or more clients

#### Volunteer Responsibilities:

- Assistance in finding employment opportunities
- Assistance with workshops on orienting to the US workplace
- Help with organizing job fairs
- Assistance with reviewing resumes, helping prepare for job interviews, etc.

### **Legal Team**

#### Current YWCA Legal Services:

- Representation of non-citizens with immigration needs
- Naturalization case preparation and representation
- DACA Renewal
- Applications for Temporary Protected Status
- Partnership with DVIS to represent non-citizen survivors of domestic and sexual violence
- Afghan legal assistance including Special Immigrant Visa cases
- Adjustment of Status
- Asylum
- Family-based immigration
- Refugee legal services

#### Volunteer Responsibilities:

- Assisting with file organization and digitizing of client files
  - Scanning physical files into digital format
  - Assisting in organizing legal files to make room for new case files
- Assistance with transportation for medical exams biometrics appointments and interviews
- Looking for individuals who are attentive to detail and have computer skills
- Will require additional confidentiality training prior to beginning their work

**Contact Jason Belanger at [JBelanger@YWCA Tulsa.org](mailto:JBelanger@YWCA Tulsa.org) or Tracey Hall at [THall@YWCA Tulsa.org](mailto:THall@YWCA Tulsa.org) for more information or to get signed up to volunteer!**