

Pre-approved Service Activities

The following is a list of service activities approved for each category: education support services to immigrant and refugee students in K-12th, employment services, and volunteer recruitment and management. This list does not encompass all activities that can be approved, but it served as some of the examples. Position titles may vary from site to site, as might the range of activities by position type and agency-specific needs.

Education-related Activities

- Meet with students on a continuous basis to provide individualized and/or group education support services, including tutoring, homework help, school projects, etc.
- Recruit and manage trained volunteers to provide additional support to students.
- Communicate regularly with parents regarding their child(ren)'s progress.
- Educate parents on U.S. educational cultural norms one-on-one, in group parent meetings, or in ongoing classes;
- Connect parents and the local school to address student development and student concerns through visits to the school.
- Ensure communication occurs between parents, school staff, and teachers.
- Refer parents and students to resources the local district provides
- Serve as language interpreters for parents/families

Employment-related Activities

- Facilitate employment classes to educate new arrivals on how to conduct themselves at a job interview, build a resume, conduct an online job search, retain a job, and other employment-related topics.
- Transport clients to employment-related appointments, i.e., job interviews, trainings, and follow-ups.
- Assist clients in resume writing, filling out applications, job searching and interview preparation.
- Contact local employers and establish relationships to place clients in available positions.
- Provide one-on-one support to a client when necessary relevant to job attainment.
- Orient/counsel immigrant/refugee clients on how to conduct themselves in the U.S. workplace
- Conduct job skill assessments with clients
- Help clients build resumes
- Conduct mock interviews with clients to enhance their interview skills
- Assist clients through the process of getting a job with hiring companies
- Provide essential employment case management for employable clients. Assess client's job skills, education, and work history; develop an employment plan with achievable goals; refer client to appropriate services; assist client in job searching and job application process (resumes, cover letters, job applications, etc.); assist client in navigating barriers to employment; and provide post-employment follow-up as necessary.
- Conduct client intake and provide an orientation into the employment program.
- Teach job readiness small group sessions (2-3 times per week for 1.5 hours per session) to teach employable skills, resume writing, workplace culture, and interview skills.
- Maintain records of employment services provided to clients and maintain appropriate databases for required reporting.
- Seek out relationships with potential employers and maintain current relationships.
- Assist clients in the development of individualized employment plans for job attainment.
- Schedule client interviews and follow-up activities related to employment services.
- Make home visits with clients to follow up on their progress in job attainment.
- Enhance clients' economic security by connecting unemployed, underemployed, and displaced workers with employment and employment-related training opportunities when appropriate.

- Assist immigrants/refugees in securing employment by identifying appropriate job opportunities and providing employment preparation activities, including assistance in completing job applications, mock interview practice, and teaching refugees how to complete new hire paperwork for their jobs to help them reach self-sufficiency.
- Identify presenters to facilitate employment-related workshops on the following topics for immigrant/refugee community members: mock interviews, resume building, professional behavior on the job, etc.
- Assist entrepreneur clients with developing business plans.
- Assist with coordinating business start-up trainings for entrepreneur clients.
- Attend all regularly scheduled staff meetings and professional development trainings.
- Prepare lesson plans and instruct weekly ESL classes approximately 2 days a week. -
- Responsible for keeping an updated class roster and attendance sheet and documenting all class information (e.g., activities, worksheets, attendance, etc.)
- Seek out relationships with potential employers and maintain current relationships.
- Assist job-seeking clients in removing barriers to employment/self-sufficiency, including assistance in obtaining bank accounts, State IDs, social security cards, work-appropriate clothing, and transportation materials (i.e., bus passes, bicycles).
- Assist refugees to secure and retain employment by teaching a weekly job preparation class, providing information in areas such as job interview skills, expected behavior on the job, and proper hygiene.
- Provide transportation to job interviews as necessary; assist refugees to prepare for employment and retain employment by providing transportation orientation (i.e., bus training).
- Provide workplace cultural orientation counseling for refugees in both formal (such as classes or seminars) and informal (conversation) counseling sessions to maximize employment retention.
- Conduct intake interviews with job-seeking clients to assess eligibility for employment services.
- Support refugees to achieve self-sufficiency and enter and retain employment through cultural orientation.
- Utilize established curriculum to conduct the Employment classes (resume building, how to be professional, how to find jobs online, fax forms, etc.) twice a week.
- Conduct cultural orientation classes (how to navigate the healthcare and human services systems, school system, and other essential areas of adjusting to life in America) classes three times a week.
- Recruit and schedule community members to speak to Cultural Orientation and Employment classes about lesson topics (i.e., budgeting, public safety, education opportunities, financial aid, public benefits, the Affordable Care Act, legal services, financial literacy, mental health, and nutrition) in which the community member is specialized and able to introduce refugee students to the resources offered by their organization.
- Provide employment-related community resources to clients, such as vocational training opportunities, job fair events, and continuing and technical education programs.
- Educate students on ways to use computer technology for employment, including web-based employment search engines, online job applications, email, and word processing for resumes and cover letters.
- Provide instruction in English for Speakers of Other Languages (ESOL) for immigrants and refugees: AmeriCorps member will be responsible for one or more classes (6-10 students) that meet once or twice a week. The member will plan and implement lessons for each class, based on the students' needs and interests rather than set curricula. AmeriCorps member will also hold individualized sessions for which the member is responsible for planning and implementing lessons.
- Match students with tutors, including selecting appropriate tutors, arranging meeting times, contacting tutors, ascertaining students' linguistic needs, and preparing information about student's linguistic backgrounds for their tutors.
- Instruct all on and offsite workforce development workshops (Employment, Resume, Interview Skill Building, etc.).

- Provide consistent one-on-one support to job seekers in a job bank setting (e.g., applications, resumes, email accounts).
- Assess the need and provide referrals to other community agencies, programs, or services for job-seeking clients.
- Conduct client program orientation, intake, enrollment, and assessment for placement into ESOL classes.
- Teach ESOL classes on the following topics: Employment Readiness, Vocational Skills, and Emergency Preparedness/Cultural Orientation.
- Provide individual English language instructions to clients (including lesson planning).
- Provide professional, confidential, culturally- and socio-economically-sensitive employment services to clients. These services can include skills assessment, resume building, job development, interview coaching, networking with area employers and employment orientation
- Provide case management services that assist clients in obtaining gainful employment. These services can include transportation and bus orientation to interviews, liaison with interpreters, cultural orientation, and addressing other employment barriers such as health care, child care, ESL and other
- Use of a variety of tactics including cold calling, presentations, and direct mailing to recruit support for newly arrived refugees and seek new employment for newly arrived refugees.
- Maintain long-term positive relationships with co-sponsoring organizations, faith communities and employers to ensure continued future support.
- Distribute bus tickets to clients.
- Conduct client interview, orientation and English assessment. This includes acquiring client information through copying documents, id, and other private information. Completing paperwork for intake and enrollment into appropriate level of English class.
- Advertise any upcoming workforce development workshops with local newspapers.

Volunteer-related Activities

- Volunteer recruitment and community outreach, i.e., contacting local colleges and universities, contacting local organizations, and participating in and/ or planning volunteer recruitment fairs.
- Manage and update the electronic volunteer database.
- Maintain Social Media pages for volunteer awareness and outreach.
- Create and distribute all promotional materials (i.e., flyers) in the community.
- Conduct orientations for all new volunteers.
- Offer training support to new volunteers as needed.
- Maintain communication with volunteers on an ongoing basis to ensure that the needs of volunteers and the needs of the agency have been met.
- Update all volunteer materials (i.e., applications, manuals, and orientation documents) as necessary.
- Demonstrate appreciation to volunteers on an ongoing basis.
- Develop volunteer job descriptions in consultation with staff.
- Develop and implement a recruitment strategy to recruit new volunteers from churches, community agencies, and schools.
- Communicate with agency staff when assigning volunteers.
- Set clear expectations with volunteers of their assigned roles and functions within the program.
- Solicit feedback from volunteers about their training and volunteer experience to improve communication and volunteer program.
- Develop volunteer recruitment and management system (recruitment strategy, interviewing, screening, selection, orientation, training, and supervision).
- Provide onsite supervision and management of volunteers and assist volunteers in navigating challenges that arise with participants of volunteer-led programs.

- Collaborate with other Volunteer Coordinators/Recruiters to recruit and coordinate volunteers & volunteer projects coming to service site.
- Coach volunteers and interns about appropriate, healthy ways to serve clients
- Brainstorm new volunteer opportunities based on current needs.
- Greet and orient new and prospective volunteers.
- Ensure the delivery of volunteer services to clients and staff by developing volunteer job descriptions in consultation with staff and matching volunteer interests with staff and office needs.
- Prepare and maintain records and required documentation as directed, including tracking volunteer hours, performing background checks, facilitating training, and maintaining volunteer records and files with basic information.
- Recruit, train, and manage volunteers to assist with the Employment Program, Citizenship classes, Cultural Orientation classes, and Youth Program.
- Plan, lead, and oversee youth after-school program activities to be carried out by volunteers.
- Maintain service documentation and reports of services provided to clients
- Community outreach: create and disseminate information to recruit volunteers, including newsletter & social media.
- Provide culturally appropriate volunteer orientation and training.
- Provide ongoing communication to volunteers concerning various program events, program changes, and expectations.
- Maintain all records: attendance of clients and volunteers, volunteer hours, and daily activity logs
- Develop and implement a structure for volunteers to provide feedback about their experience
- Demonstrate appreciation for volunteers in coordination with others to increase retention, including organizing end-of-semester thank-you parties, appreciation “gifts” for volunteers, and distributing thank-you notes for volunteers and volunteer groups on an ongoing basis.
- Provide transportation to volunteers and volunteer-led programs as needed.
- Promote and develop public awareness of volunteer opportunities; develop effective public relations for volunteerism.
- Recruit and manage volunteers to assist with children’s activities & special events.

Other Approved Service Activities

- Attend skills trainings and information sessions as it relates to member service description
- Refer clients needing health and human services assistance to partner organizations.
- Provide interpretation and translation related to client services – if language capacity exists.
- Schedule and work with interns and partner agencies to coordinate integration-related workshops.
- Assist with the planning and organizing of an annual employment and community resource fair.
- Participate in staff meetings, staff training/professional development activities.
- Keep site supervisor informed of special client needs, frustrations, successes, and/or failures as pertinent in case progress toward self-sufficiency
- Coordinate with other agencies to ensure that clients’ holistic needs are addressed
- Attend and represent agency at events and resource fairs for community outreach.
- Continuous recruitment of key communities, local organizations, employers and sponsor for newly arrived refugee families.
- Provide health and human services information/referrals as applicable to Latino clients
- Provide sight translation for clients
- Conduct a disaster preparedness workshop
- Provide transportation to clients to their appointments (driving 15 passenger van and personal vehicle)
- Update monthly bilingual newsletter & disseminate to clients.
- Create or edit promotional materials (i.e., flyers, brochures, handouts) and distribute them in the community.

- Create and teach lesson plans for Citizenship classes.