



## **Volunteer Onboarding**



# Jewish Family Services of Delaware

Helping our community thrive for over 125 + years

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- ▶ **MISSION:** *to strengthen individuals, families, and the community by providing counseling and support services*
- ▶ **VISION:** *A mentally, physically emotionally health community in which each person has equal access to high quality support and resources*
- ▶ **PROMISE:** *We provide comprehensive support regardless of religion, race, socioeconomic status, sexual orientation, gender identity, disability, or special need*

# Ukrainian Newcomer Model

## Program Principles:

**Case managers along with sponsors provide placement services and volunteers contribute with cultural integration and adaptation**

# HELP UKRAINE

WHO IS A  
SPONSOR?



# Differences between Refugees and Parolee

## Standard Resettlement Refugee

Legal Status: **Refugee**

Benefits: SNAP / EBT; TANF; WIC; Medicaid; Refugee Cash Assistance

Path to Citizenship: YES

SPONSOR: UNHCR; Resettlement Agency JFS

## Ukrainian Parolee Model

Legal Status: **Parolee** / TPS

Benefits: SNAP / EBT; WIC; Medicaid; SSI

Path to Citizenship: NO

SPONSOR: Family, Friends, U.S. Legal Resident / Citizen



# Sponsor's role

- File I-134 Form for Ukrainians Newcomers;
- Meet & provide transportation upon arrival in the U.S.
- Provide Safe Housing and basic necessities;
- Ensure that medical needs are met;
- Assist in accessing education, learning English, finding employment;



# JFS Ukrainian Case Manager

- ▶ Serves as **liaison** between sponsor, volunteers and newcomer
- ▶ Conducts needs assessment of the newcomer
- ▶ Actively signs up each newcomer for benefits:
  - Medicaid, Social Security, Food Stamps, Work Authorization
- ▶ Creates a personalized case plan for each member of the family to ensure proper integration into the community



# WELCOME TEAM (VOLUNTEERS)

## One to two weeks after the family arrives

- ▶ Facilitating cultural orientation opportunities
- ▶ Utilizing social connections to help newcomers with employment and training
- ▶ Teaching financial management & computer literacy
- ▶ Offering support for ESL education
- ▶ Providing transportation on limited basis (medical appointments, shopping trips, bank, etc.)



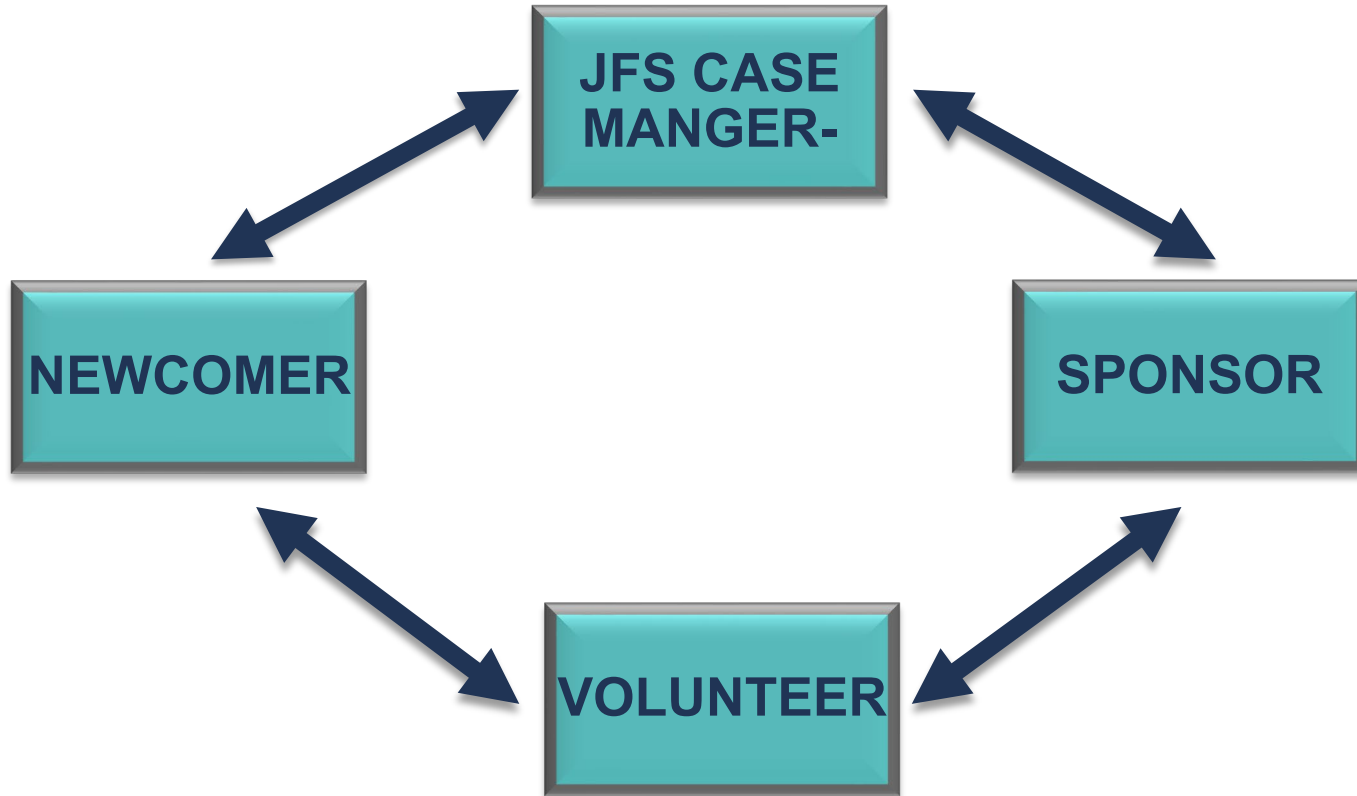


# Communication is Key

SITUATION	EXPECTATION	EXCEPTIONS
<i>If you're running more than 5 minutes late...</i>	Call and/or text client to let them know your ETA	If the activity does not involve a client call/text Case Manager & Sponsor.
<i>If you need to cancel...</i>	4 days of notice	Unless you are sick
<i>If you're going away for vacation</i>	Two weeks notice	
<i>If the weather is hazardous</i>	Call Case Manager & Sponsor to discuss concern	

VOLUNTEER COORDINATOR PHONE NUMBER: 320 540 2889  
EMAIL: [vcerbov@jfsdelaware.org](mailto:vcerbov@jfsdelaware.org)

# Communicating with Everyone



# Self Sufficiency is the Primary Goal

- **Volunteers are under NO obligation to financially support newcomers**
- **To avoid cultural misunderstandings please report any gifts to your case manager**
- **If you wish to support the family gift cards of no more than \$50 a month are preferred**



# Confidentiality

**Clients are entrusting YOU to keep their information safe, secure, and not shared with anyone but their care team.**

- ▶ Refrain from disclosing personal names or any type of direct identifier to anyone besides Case Manager & Volunteer Coordinator and other volunteers/staff who are working with client
- ▶ Do not ask for confidential information (mental health diagnoses, bank information, etc.)
- ▶ Refrain from holding client related conversations in public places

**EXCEPTIONS: YOU CAN BREAK CONFIDENTIALITY WHEN...**

**Client states they intend to harm themselves or someone else**

**Client is in physical danger and needs assistance**

**Client threatens to damage property/steal belongings**

## **Confidentiality - Special Circumstances**

**Dial 911 for any life-threatening situations and/or medical emergencies**

**Immediately inform the Case Manager and Sponsor (via text or phone call)**



# Better Impact Volunteer Management Platform

- ▶ [JFS Volunteer Handbook .docx](#)
- ▶ [Better Impact User Guide](#)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jul 4	5	6	7	8	9	10
11	12 12P Harriet H	13	14 12P Harriet H 12:30P Appointment - Ben 1P Older Adults Support	15 12P Cella K 12P Harriet H 12P Pal D	16	17
18	19 12P Harriet H	20	21 12P Harriet H 1P Older Adults Support	22 12P Cella K 12P Harriet H 12P Pal D	23	24
25	26 12P Harriet H	27	28 12P Harriet H	29 12P Cella K 12P Pal D	30	31

## PLEASE REMEMBER:

Log your hours  
Complete the questions/notes about your visit!  
Check the calendar for new/updated activities

# Social Media Guidelines



DO	DON'T	DEPENDS (ask the VC)
Post about the activity you are doing, why you are supporting JFS refugee resettlement	No posting any information naming a client, their location, or specifics about their services	Invite people to join you in the activity
Post a photo of yourself and/or your friends/family doing the activity	No posting photos of clients without their permission	Post photos of a group of volunteers (with their permission)
Tag #JFS Tag #Uniting4Ukraine  (also tag any other partner or business supporting the activity)	No tagging clients without their permission	

Want to share more about your volunteer experience?  
Contact our Volunteer Coordinator at [vcerbov@jfsdelaware.org](mailto:vcerbov@jfsdelaware.org)

# Thank You!

- ▶ Questions?

[vcervov@jfsdelaware.org](mailto:vcervov@jfsdelaware.org)

- ▶ Next Steps & Reminders:

- ▶ Sign-in to Better Impact and complete quiz for this training
- ▶ Review training schedule and mark in your calendar the ones you can attend “live”
- ▶ If unable to attend a training, you can view the recording on Better Impact & complete the quiz

- ▶ More about JFS

[www.jfsdelaware.org](http://www.jfsdelaware.org)

302-478-9411 / 302-540-2889