

# THE REFUGEE MINISTRY TEAM @ THE JOURNEY

We are so glad you are interested in being a part of  
the Journey's Refugee Ministry Team!

This packet summarizes what kinds of tasks and activities you can expect, plus volunteer requirements.  
Additionally, it includes the required forms from CWS.

When you have completed the forms, please return them to Hospitality or a Journey staff member.

## **MINISTRY GOAL:**

Partner with Church World Service (CWS) to help refugee families find social belonging and friendship as they adjust to living in the Harrisburg area. This support will primarily occur during the first 90 days that the family is living in the United States.

## **MINISTRY CONTACT:**

If you have any questions, please reach out to our team via email:

[refugeeministry@thejourneyhbq.org](mailto:refugeeministry@thejourneyhbq.org)

## **MINISTRY REQUIREMENTS**

- ★ Clearances and Volunteer Forms (see attached)
- ★ Communication of availability throughout the 90 days
- ★ Willingness to grow
- ★ Grace
- ★ Mutual respect
- ★ A desire to coach, teach, and empower the refugee family



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## MINISTRY AREAS AND POSSIBLE TASKS:

### → Housing

- ◆ Collect household items to furnish the home
- ◆ Set up the home prior to family arrival
- ◆ Assist the family with landlord relations and small household care items (i.e. taking the trash out, changing smoke detector batteries, and mowing the grass).

### → Transportation

- ◆ Transport the family to and from various appointments and locations (i.e. doctor's office, grocery store, clothing bank).
- ◆ Teach the family how to utilize public transportation, walking/biking routes.

### → Medical

- ◆ Assist with transportation to appointments.
- ◆ Teach basic health and nutrition practices in the United States (i.e. first aid, storage of medicine, healthy foods, etc.).

### → Cultural Adjustment

- ◆ Provide a culturally appropriate meal for their arrival.
- ◆ Give a "welcome to the community" tour.
- ◆ Teach the family to use appliances, as needed.
- ◆ Visit the nearest grocery store together.
- ◆ Schedule fun outings to get to know the area.

### → School

- ◆ Make sure kids have the proper supplies.
- ◆ Help establish homework helpers or tutors.
- ◆ Help the adults find English as a Second Language Classes.
- ◆ Practice English with the family.

### → Jobs and Finances

- ◆ Share a simple budget sheet with the family.
- ◆ Assist with résumé building.

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## READY TO VOLUNTEER? SEE THE ACTION STEPS BELOW!

1. Complete [the volunteer application](#) **online** on the CWS website.  
\*Make sure to indicate that you will be working with the Harrisburg office and that you are part of a Welcome Team (type in *The Journey*).
  2. Complete the following clearances **online**:
    - a. [Child Abuse History Clearance](#) (fully online)
      - i. Click “create individual account.”
    - b. [PA State Police](#) (fully online)
    - c. [FBI Fingerprinting](#) (online and in-person requirements)
      - i. Enter this as the service code: 1KG6ZJ
- \*You may already have these clearances completed for other jobs or volunteer opportunities. If so, just send copies to the email below!\*
3. Complete the following forms from CWS **in this packet**:
    - a. AR-1 Volunteer Request for Waiver of FBI - Federal Criminal History Fingerprint Record Check
    - b. Acknowledgement of CWS Policies
  4. Send/bring all clearances and forms to the Journey, to the attention of the Refugee Ministry:  
[refugeeministry@thejourneyhbg.org](mailto:refugeeministry@thejourneyhbg.org)
  5. After submitting your forms and clearances, be on the lookout for an email from Sterling Volunteer. (It may look like spam!) This is an additional set of clearances required by CWS. This also includes a driving clearance.
  6. Complete the required **online** CWS [Volunteer Training Course](#) to gain additional background knowledge about working with refugees. It takes roughly an hour.

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## HELPFUL CLEARANCES TIPS

1. If you have clearances already from your job or other volunteer sites, you can use those! Just make sure that they are not expired!
2. Start the process as soon as possible! Some of the clearances come back immediately, while others take several weeks.
3. To find fingerprinting sites closest to you, use this [link](#).  
Simply search your zip code!

# BEST PRACTICES FOR SERVING OUR REFUGEE NEIGHBORS

## Group Agreements:

- ★ We will uphold and model The Journey's mission statement by:
  - Welcoming and honoring all people as beloved by God and of equal worth and dignity
  - Acknowledging our differences and find deep belonging regardless of our differences
  - Celebrating the diverse nature of our community
  - Radically loving our neighbors
  - Seeking justice in our world
- ★ We will respect each other's ideas.
- ★ We will listen to each other in an effort to examine our own beliefs.
- ★ We will commit to serving a refugee family through CWS, without the intent for religious conversion.
- ★ We will stay up to date with team text messages.

## Best Practices:

- ★ Volunteer in pairs or small groups.
- ★ Do not borrow from or lend money to the refugee family.
- ★ Do not give out your home phone number or address.
- ★ If the refugee requests your help for a future need, first think through these items:
  - How can I empower them to advocate for themselves and tackle a challenge?
  - Is there a family member who should be assisting instead?
  - Am I the best person to assist with this task?
- ★ Know when to say 'no' regarding a task that you do not feel equipped for, or when that task has already been taught.
- ★ Know when to ask for help. When in doubt, ask!
- ★ Use technology to help with any language barriers (Google Translate).

# BEST PRACTICES FOR SERVING OUR REFUGEE NEIGHBORS

## Volunteering Protocol: Steps to Address Family Needs

1. If a need becomes known, team members will send out a text with the following information:
  - a. What is the need?
  - b. What category does it fall into?
  - c. Level of importance
  - d. Estimated time frame (if known)
  - e. Team members will always provide a response confirming that they can help or saying that they are unavailable.
2. If a message has not been addressed within 24 hours, the leader of that volunteer area will respond to gauge availability and next steps.
  - a. Jobs & Finance: Sarah/Danae
  - b. Housing: Jennie/Kelly
  - c. Schooling: Megan
  - d. Health: Diana
  - e. Cultural Adjustment: Nate
  - f. Transportation: Kris
3. The volunteer area leader OR the team members who are available to assist in a need will make contact with the caseworker to let them know how & when we will address the need. This will allow CWS to strengthen communication between The Journey and the family, as well as give them prior notice before our arrival.
4. Before arriving, please review this documentation log. It includes anecdotal notes of all the time spent with the family.
5. As you leave, please fill in a summary of your visit on the documentation log.