



Community Sponsorship Team: Roles & Responsibilities

Roles & Definitions

- **Catherine McAuley Center (CMC):** Refugee resettlement agency and an affiliate of the U.S. Committee for Refugees and Immigrants (USCRI).
- **Case Manager (CM):** Resettlement services staff member assigned to a refugee case.
- **Community Sponsorship Team/ Sponsor Team (CST):** A group of 6-10 individuals affiliated with a local organization that will assist and support CMC's resettlement efforts.
- **Team Coordinator (TC):** Designated as the Team's primary liaison with CMC.
- **Housing Coordinator (HC):** Coordinates housing and preparation of homes.
- **Donations Coordinator (DC):** Coordinates in-kind donations of supplies, furnishings, and other basic necessities.
- **Cultural Orientation Assistant (CO):** Supports orientation classes and introduces clients to community resources and activities.
- **Employment & Finance Assistant (EF):** Assists with job interviewing, resumes, and teaching financial literacy.
- **Transportation Volunteer (TV):** Provides rides to appointments, interviews, and orientations.
- **Education Tutor (Tutor):** Supports school and class enrollment and provides tutoring at CMC.

Roles & Responsibilities

- **Catherine McAuley Center (CMC) & Case Manager (CM)**
 - Twice-weekly meetings with CST during the first 30 days.
 - Meet with TC prior to the client's arrival at the airport.
 - Translate TC's case notes to client case files and database (Salesforce).
 - Set up and communicate affordable housing guidelines with the HC.
- **Team Coordinator (TC)**
 - Assemble a Community Sponsor Team with members from your organization.
 - Ensure CST activities are completed according to schedule.
 - Channel communication between CMC and CST.
 - Meet with the CM at least once prior to the client's arrival.
 - General regular check-ins with refugee clients and recording progress and needs.
 - Explore solutions with the family's CM and coordinate with CST as requested.
 - Ensure provision of a warm, culturally-appropriate meal upon client's arrival in the U.S.
 - Coordinate and be present at the airport welcome.
 - Delegate transportation to first appointments with the TV.
 - Touch base with CMC twice a week during the first 30 days after the client's arrival.
 - Document volunteer activities and services being provided.
 - Funnel receipts from DC to CM.

➤ **Housing Coordinator (HC)**

- Help attain temporary housing with CM, like a hotel or Airbnb, if permanent housing is not available at the time of the client's arrival.
- Attention to safety and cleanliness of housing when permanent housing is available.
- Teach about public transportation when permanent housing is available.
- Work with DC for supplies and furnishings for permanent housing.
- Help move furniture and other needs for the house and help set up the home.
- Show clients around their new home.
- Show how appliances, all forms of lighting, heat, air conditioning, showers, etc. work in the home.
- Walk clients through the leasing agreement if there are any questions.
- Help facilitate a relationship with their landlord and show them how to connect with the landlord when needed.

➤ **Donations Coordinator (DC)**

- Acquire all necessary food, furniture, and household items with CM and Central Furniture Rescue (CFR) for the home.
- Oversee strategy and fundraising of \$1,000 towards resettlement allowance.
- Purchase remaining needed items and document expenditures.
- Provide purchase receipts to TC for recording.
- Assist clients with securing food and clothing in a timely manner.
- Work with HC to recruit and coordinate moving of furniture to set up home.

➤ **Cultural Orientation Assistant (CO)**

- Support CMC's cultural orientation classes by providing a hands-on review of topics like housing, healthcare, transportation, work, education, and community/ public services.
- Complete the Cultural Orientation Resource Exchange (CORE) training - information will be provided on how to access and use.
- Help set up the Settle In App for clients provided by CORE.
- Participate in the first 24-hour home visit with TC and CM.
- Participate in housing orientation with HC.
- Participate in the second home visit within the first 30 days with TC and CM.
- Show clients around the community to introduce activities and other resources.

➤ **Employment & Finance Assistant (EF)**

- Help create resumes for clients to apply for jobs.
- Coach and prepare for interviews.
- Explore work related transportation options.
- Support transportation independence through city buses, NTS, Uber, Lyft, etc.
- Teach and promote financial literacy:
 - How to budget, how to pay bills, and why they are paid.
 - Set up bank accounts
 - How credit system works
 - Explain taxes
 - How EBT/SNAP works and how to use benefits

➤ **Transportation Volunteers (TV)**

- Receive coordination from TC on where transportation is needed, and provide rides for:
 - Medical appointments and labs in the first week after arrival
 - WIC appointments
 - SSI appointments
 - Job interviews
 - Cultural orientation classes at CMC
 - Job Club at CMC
 - Enrollment in ESL classes at CMC
 - Social Security Application
 - Children's school registration
 - Initial grocery shopping after arrival
- Rides DO NOT include:
 - Daily work after initial interview and hiring
 - Ongoing ESL classes at CMC
 - Grocery shopping after bus and transportation orientation completed

➤ **Education Tutor (Tutor)**

- Help register clients for classes.
- Tutor clients at CMC.
- Facilitate children's school enrollment.
- Help kids learn about school buses and where they can be picked up, or how to walk to their school.