



Team Roles and Responsibilities

A Neighborhood Support Team is made up of many individuals who come together to welcome one family in need. This document contains a list of the primary roles within a team. We recommend dividing these roles among the members early in the process, so each person is aware of and able to prepare for their unique responsibilities.

TEAM LEAD

- Serves as the central point person for the family and WelcomeNST.
- Ensures guidelines are followed and core services are completed.
- Facilitates team meetings and communications.
- Ensures completion and submission of important documents, such as:
 - Fiscal Sponsorship and Service Agreement and Code of Conduct
 - Welcome Corps application and Welcome Plan (if applicable)
 - Work authorization forms (with Employment Lead)
 - Change of address form (with Legal Lead)
 - Selective Service registration (with Legal Lead)
 - 30- and 90-day reports

FUNDRAISING

- Creates the Classy fundraising page for the NST.
- Leads the team in developing a plan to raise a minimum of \$2,425 per newcomer (likely more will be needed).
- Distributes resources to team members to seek donations from friends and family.
- Leads the team in implementing creative fundraising ideas.

FINANCES AND FINANCIAL LITERACY

- Fills out the NST Budget Worksheet each month, in coordination with the family.
- Works with WelcomeNST's Financial Specialist to keep track of funds available and for monthly disbursement of funds.
- Provides the family with basic financial support during the sponsorship period, including directing them to newcomer-oriented financial literacy resources.

HOUSING

- Ensures that the family has safe, sanitary, and affordable housing for the duration of the initial sponsorship period. Consider estimated utilities rates and whether housing is close to public transportation, schools, shopping and jobs.
- Helps the family navigate housing requirements, such as landlord requirements, security deposit, previous landlord references, credit score, or proof of income. To the extent possible, the newcomers should be able to assume the payment of rent at or before the end of the sponsorship period.
- Works with the family and the Finance Lead to develop a plan for the family to take over rent payments.

WELCOME AND HOUSEHOLD SET-UP

- Prepares the initial home for the family's arrival, including the following items:
 - Appropriate bed/crib and bedding for each family member
 - Curtain/blind or shade in each bedroom
 - One dresser or equivalent for each family member
 - One couch or multiple armchairs
 - One kitchen table with chairs
 - One small area rug (if there is no carpet)
 - Dishes, glasses, mugs, silverware, baking and cooking pots and pans, mixing spoons and bowls, coffee maker
 - Basic cleaning supplies
 - Shower curtain, towels, and bathmat
 - Entry mat
 - Television
- Works with the Team Lead to coordinate airport pickup and transportation to the new home.
- Provides a culturally appropriate first meal on the day of arrival. Coordinates the stocking of refrigerator and pantry with enough culturally appropriate food for the first few days.
- Ensures the family has basic start-up necessities, including but not limited to utilities, seasonally appropriate clothing, baby and/or children's items, pocket money for the first 30 days, and food or food allowance until Supplemental Nutritional Assistance is available or until they are able to provide themselves.
- Assists in the transition to any new home during the sponsorship period.

SERVICES AND BENEFITS

- Supports the family in accessing public benefits for which they might be eligible.
- Connects them to government services and benefits: Social Security, Medicaid, Cash Assistance, Supplemental Nutrition Assistance Program (SNAP), and Supplemental Security Income (if applicable).
- Connects the family to local services: food pantry, thrift stores, social services, etc.

HEALTH AND MENTAL HEALTH SERVICES

- Helps connect the family to health and mental health services, including those necessary to complete any refugee health screening requirements.
- Assists the family in arranging for in-person or virtual interpretation.
- Works with Services and Benefits Lead to help the family access health benefits.
- Identifies a local pharmacy in your community that accepts Medicaid, CHIP, and/or Refugee Medical Assistance where refugees can receive their medications.
- Identifies dentists or dental clinics in your community that will accept patients with Medicaid, CHIP, Refugee Medical Assistance, or provide free or low-cost care.

CHILDCARE AND EDUCATION

- Supports the family in identifying the local, zoned schools and enrolling any school-aged children in school.
- Contacts appropriate individuals for any necessary ESL/ELL programming.
- Identifies available child development programs and/or childcare.
- Assists families in requesting language interpretation for all meetings.

EMPLOYMENT

- Supports the adult newcomers in finding employment when work authorization documents arrives.
- Assists with job preparation, such as English language learning, orientation to the American workplace, connection to workforce development services in your community, development of short-term and long-term employment goals, resume preparation, and interview practice.
- Emphasizes the challenge of finding a job and the imperative to take the first job that is offered. Even if it is not the job that provides self-sufficiency, it will lead to better or full-time employment with the same, or a different, employer. The ultimate objective is full-time, year-round employment with benefits.

LEGAL ASSISTANCE AND DOCUMENTATION

- Supports each newcomer in securing essential documentation. Essential documentation includes a social security card, employment authorization document, and state ID for each refugee, regardless of age.
- For eligible newcomers who wish to obtain a driver's license, supports them in securing a driver's license as their state ID.
- Supports the newcomers in filing a change of address form as required during the sponsorship period.
- Supports male newcomers ages 18-25 to register for selective service.

LANGUAGE, TRANSLATION, AND INTERPRETATION

- Assists newcomers in finding and accessing local ESL/ELL classes.
- Ensures appropriate interpretation and/or translation when communicating with the newcomers regarding critical issues such as those surrounding health and core services.
- Identifies potential sources of inexpensive or free interpreters available in your community, such as colleges/universities, churches, and cultural groups.
 - Agencies that receive federal funds, such as hospitals or health departments, are responsible for ensuring language access.
 - In-person or phone interpretation should be used for appointments and communicating important information, while apps like Google Translate or Tarjimly can be used for more casual settings.
 - Keep in mind that some newcomers may not read their own language.

TRANSPORTATION

- Coordinates rides to initial necessary appointments and initial trips to the grocery store.
- Sets up a sign-up or schedule for team members that have indicated availability in helping with rides.
- Identifies how the family might travel (e.g., bus, metro, rideshare, taxi, walk) to and from possible employment, schools, healthcare, faith community, and shopping.
- Guides the family in accessing available transportation in their community.
- If public transportation is not available, assists the family in accessing private modes of transportation.

CULTURAL CONNECTION AND ORIENTATION

- In consultation with the family, facilitates cultural connections. Such cultural connections may include access to culturally appropriate foods, houses of worship, other culturally or ethnically appropriate community-led organizations.
- Provides a basic introduction for the newcomers to their new home, community, and life in the United States. This will include a review of topics such as home and personal safety orientation, rights and responsibilities, laws, navigating public transportation, banking, cultural adjustment, and community supports.