

**Volunteer Role Descriptions**

**Summary**

The following descriptions assume a workshop that can serve 50 applicants and has roughly 25 volunteers. Many of the specificities are dependent upon the location and layout. The best volunteers know the expectations of their role but are also flexible and willing to change.

**Overall Structure**

Optimal set-up: 1 Site Leader and 20-25 Volunteers

**Site Leader:**

1. Responsible for set up, execution, and breakdown of the Project Citizenship workshop.
2. Orient all team leaders and volunteers on the overall flow of the event and schedule.
3. Utilize Project Citizenship Workshop Binder to ensure compliance with standards and best practices.
4. Remind team leaders to rotate volunteers during lunch hours.
5. Monitor potential backlogs and redirect applicants and volunteers appropriately to maintain workshop flow.
6. Collect workshop issues and organize debrief.

**Registration Table**

Optimal set-up: 1 Team Leader, 1-2 Volunteers

**Team Leader:**

1. Orient volunteers to their roles prior to the event starting time.
2. General monitoring of registration area.
3. Ensure that volunteers understand the flow of the workshop: sticker system, registration, waiting area, application assistance, quality control, and information table.
4. Ensure that volunteers have the needed language capabilities.
5. Collect workshop questions for debrief.

**Volunteers:**

1. Direct applicants to the registration table and answer initial questions.
2. Volunteers sit at the registration table: check with applicants if they have been pre-screened and direct them appropriately.
   1. If not pre-screened, direct applicant to the Screening Station.
3. Ideally, volunteers will be bilingual/multilingual (Spanish, Vietnamese, Haitian-Creole, etc.).
   1. If volunteers are not bilingual, an additional person may be present as an interpreter.
   2. To register applicant, locate applicant’s name on the registration list (either on a computer or printed out) and fill in missing information. Ensure applicant has brought all necessary documents.
4. Have applicant sign Waiver and Release and give him/her the Applicant Folder. Instruct the applicant to move to the waiting area.
5. For applicants that need a Fee Waiver, place a Blue sticker on their folder.
6. For applicants that are ready for application processing, place a Green sticker.

**Waiting Area/Information Table**

Optimal set up: 1 Team Leader, 1 Traffic Cop

**Team Leader:**

1. Set up appropriate materials for distribution including USCIS study materials.
2. Collect workshop questions for debrief.
3. Assist Traffic Cop with maintaining flow of applicants between each station.

**Traffic Cop:**

1. Keep track of all pre-screened applicants waiting for application process.
2. Using the Traffic Control sheet, volunteer must keep a running list of which applicant enters the waiting area at which time.
   1. Goal is to have order and structure for flow of the workshop.
3. Waiting area volunteer(s) must direct each applicant between stations when necessary.

**Screening Station**

Optimal set up: 1 Team Leader, 1-2 Volunteers

**Team Leader:**

1. Orient volunteers to their roles prior to workshop starting time.
2. Monitor screening station to ensure that applicants are moving through the process easily.
3. Pair applicants who have not been screened with volunteer.
4. Ensure that volunteers are completing screening forms with all applicants.
5. Answer volunteer questions regarding the completion of the screening forms.
6. Ensure that volunteers are not providing legal advice to applicants.
7. Ensure that applicants are properly referred for services (legal, ESOL, etc.).
   1. Direct applicants who cannot complete application to the information table for referrals.

**Volunteers:**

1. Complete Project Citizenship screening form with all applicants.
2. Ensure that the applicant signs the screening form.
3. Keep all screening forms.
4. Make needed referrals to legal providers for ineligible applicants.
   1. If applicant is ineligible, provide applicant with Why You Cannot Receive Assistance Today form. Keep a copy of the form for Project Citizenship.
5. Make note on applicant’s screening form (notes section) where the applicant was referred and for what type of services.
   1. Legal and ESOL referral lists are located at the information table.
6. Applicants that pass the screening process should be sent back to the waiting area for application processing.

**Fee Waivers**

Optimal set up: 1 Team Leader, 1-2 Volunteers

**Team Leader:**

1. Orient volunteers to their roles prior to workshop starting time.
2. Monitor the fee waiver completion to ensure that applicants are moving through the process
3. Answer volunteer questions about fee waivers
4. Keep Fee Waiver materials including list of MA/Federal Benefits, 150% Income chart, and Annotated Fee Waiver.

**Volunteers:**

1. Make sure that applicant has blue sticker on applicant folder.
2. Use fee waiver checklist to complete I-912.
3. Refer to annotated form for questions.
4. Direct applicant to Quality Control area upon completion.
5. Direct any questions to Team Leader.

**Application Assistance**

Optimal set up: 1 Team Leader, 6-8 Volunteers

**Team Leader:**

1. Orient volunteers to their roles prior to workshop starting time.
2. Monitor the application completion to ensure that applicants are moving through the process easily.
3. Check in with any volunteer and applicant taking over 40 minutes to complete the application.
4. Answer volunteer questions about applications.
5. Ensure that applicants are directed to Quality Control upon completing their applications.
6. Be in contact with Waiting Area volunteer about open volunteers for application assistance.

**Volunteers:**

1. Use application checklist to help complete N-400 applications with applicants.
2. Ensure that the applicant has all the required documents and attach documents to application.
3. Direct applicants to Quality Control area upon completing applications.
4. Direct any questions to the Application Assistance Team Leader.

**Quality Control**

Optimal set up: 1 Team Leader, 4-5 Volunteers

**Team Leader:**

1. Orient volunteers to their roles prior to workshop starting time.
2. Monitor the Quality Control station to ensure that applicants are moving through the process easily.
3. Assist volunteers with any questions regarding applications.
4. Ensure that volunteers are completing a QC checklist for each applicant.
5. General monitoring of QC area.
6. Be in contact with Waiting Area volunteer about open QC stations.

**Volunteers:**

1. Use QC checklist to go through the completed N-400 with the applicant.
2. Ensure that applicant understands all of the questions on the application.
3. Ensure that all required documents are attached to the application.
4. Upon completion direct the applicant to copy/packaging area.

**Copy/Mail**

Optimal set up: 1 Team Leader, 1-2 Volunteers

**Team Leader:**

1. Orient volunteers to their roles prior to workshop starting time.
2. Ensure that volunteers know how to use copy machines.
3. Help volunteers understand the packaging process.
4. Ensure that volunteers are providing applicants with a copy of the complete application prior to packaging.
5. Ensure that applicants are processed in the order that they arrived in the copy/package area.
6. Assist with packaging when needed.

**Volunteers:**

1. Make copies for the entire application package including pictures.
2. Make sure that both sides of Permanent Resident Card are copied.
3. Once copies are made, ensure that those applications are transferred to packaging.
4. Properly attach completed Return Receipt labels to the provided envelopes.
5. Instruct the applicant to visit the post office and mail the package ASAP.