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: 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. Ideally, volunteers will be bilingual/multilingual (Spanish, Vietnamese, Haitian-Creole, etc.).
    i. If volunteers are not bilingual, an additional person may be present as an interpreter.
2. Volunteers sit at the registration table and ask applicants if they have been pre-screened (i.e. whether they have appointments) and direct them appropriately.

      i.   If pre-screened, locate applicant folder in box of files for applicants with appointments.

      ii.   If not pre-screened, direct applicant to the Screening Station.

3. Ask applicant to present green card.
   i. Make photocopy of green card, verifying that the applicant is eligible for exemptions (if necessary).
   ii. Add copy of green card to applicant folder and return physical card to applicant.
4. To register applicant, locate applicant's name on the registration list (either on a computer or printed out) and complete form/check off applicant's name.
5. Have applicant sign Acknowledgment of Services, add it to the applicant folder, and give it to him/her. Instruct the applicant to move to the waiting area.

Waiting Area/Information Table
Optimal set up: 1 Traffic Cop

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.
   i. 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.
4. Collect workshop questions for debrief.

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.).
   i. Direct applicants who cannot complete application to the information table for referrals.

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

Application Assistance
Optimal set up: 1 Team Leader, 8-10 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 one hour 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, 5-6 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 complying with QC checklist.
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. Ask applicant to sign all necessary documents.
5. Upon completion, direct the applicant to copy/mail 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 copy and mail 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 copying/mailing when needed.

Volunteers:
1. Verify that applicant has signed all necessary documents.
2. Make copies for the entire application package.
3. Make sure that both sides of Permanent Resident Card are copied.
4. Once copies are made, ensure that copies are distributed to applicants and original applications are secured elsewhere.
5. Distribute study materials to applicants.