

refugees
NORTHWEST
A PROGRAM OF
Lutheran Community Services Northwest



GLOBALTOLOCAL

Connection Desk Model

The Connection Desk seeks to recruit committed university student volunteers to serve as social resource specialists, connecting clients to available resources in their community that will better their health and overall well-being. Volunteers will link referred clients and walk-in South King County community members to resources.

Who does the Connection Desk serve?

The SeaTac and Tukwila area hosts a high population of immigrant and refugees, and is therefore home to a diverse range of languages, cultures and ethnicities. The Connection Desk recruits volunteers with the language skills necessary to communicate with the community's diverse population. Since the region is home to over 80 languages, we seek a diverse range of volunteers who can fulfill the community's language needs.

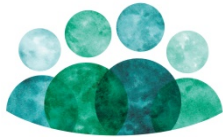
Who is the Connection Desk looking for?

We are looking for undergraduate or 1st year masters students from any health, social science and social service departments from University of Washington, Seattle University, and other area universities and colleges to be a part of the team. **Currently we have 9 volunteer positions.** We are looking for individuals who can commit to being involved with the program for a year or more and can fulfill a minimum requirement of **8 hours a week at the Connection Desk in SeaTac.** We are also searching for volunteers who are available during the summer for a minimum of 16 hours a week.

Desired volunteer qualifications include:

- Language Skills, particularly fluency in the following languages: ***Amharic, Arabic, Dari, Farsi, French, Somali, Spanish, Swahili and Tigrinya***
****Please note that even if you do not have a language skill you are still encouraged to apply, we serve many clients who are English speakers**
- Experience with computers, internet and other basic computer software
- Ability to communicate effectively in English
- Strong intercultural communication skills; ability to work effectively with people from diverse backgrounds and across language barriers
- Comfortable working in high-stress environment; must adapt, be flexible and patient
- Willingness to work in both a team setting and independently

Students with minimal experience in healthcare setting are encouraged to apply. The purpose of this program is to provide opportunities to students with an interest in public health, global health and other disciplines to gain field experience through working with our local immigrant and refugee population.



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Volunteer Role

Volunteers will be stationed in the **Connection Desk, inside the Family Resource Center, located at 4040 S 188th Street St, Suite 100, SeaTac, WA, 98188**. Driving arrangements are to be coordinated on your own, please note that free parking is available on site.

Volunteers will be supervised by the Program Coordinator. The Program Coordinator will provide supervision and training assistance to new volunteers.

Monthly group reflections are mandatory for all volunteers and will be scheduled according to everyone's academic schedule. These monthly meetings will be an opportunity for volunteers to discuss their experience and share with the group your volunteer journey. This is a time to tie in your academic learning and your volunteer experiences together.

Please be aware that applying your volunteer hours for independent study or internship credit is possible but arrangements must be made with your own department and coordinated with the Connection Desk Program Coordinator.

Training

Volunteers are expected to attend a mandatory training which will take place at the Refugees NW Family Resource Center. Training programs will prepare students for client interactions and offer students a chance to become familiar with the SeaTac/Tukwila area. The training program will include role playing, guest speakers and interactive sessions but please also be aware that the volunteer experience will also be a learn-as-you-go opportunity.

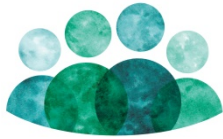
The Application Process

New Volunteers: Students interested in volunteering must email their volunteer application to Rebecca Lucine, Program Coordinator, rlucine@lcsnw.org by the following deadlines:

- Summer of 2019 deadline: May 31st, 2019 at 5pm
- Fall of 2019 deadline: August 15th, 2019 at 5pm

After the application paperwork has been reviewed, potential candidates will be contacted for an interview.

Interviews: Interviews will be conducted by Refugees NW and Global to Local staff, and will last approximately 30 minutes. Interviews will be scheduled as applications are received.



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Final Decisions:

- Refugees NW and Global to Local will notify applicants of acceptance:
 - for Summer 2019 no later than: **Friday, May 24, 2019**
 - for Fall 2019 no later than: **Friday, August 23, 2019**

- All applicants offered a volunteer position must reply to the offer by:
 - Summer 2019: **Friday, May 31, 2019**
 - Fall 2019: **Friday, August 30, 2019**

- Orientation Training will be held:
 - Summer 2019: **the week of June 17, 2019**
 - Fall 2019: **the weekend of September 28, 2019**

- All Volunteers and Lead Interns will be asked to start:
 - Summer 2019: **the week of June 17, 2019**
 - Fall 2019: **the week of September 30, 2019**