



### **Philly Neighbor**

**Position Summary:** Work with a family as they acclimate to life in Philadelphia. Partner with immigrant and refugee neighbors and work alongside them on 2-4 identified areas that are agreed upon in advance of initiating the relationship in conversation with HIAS PA staff. These areas could include practicing English, helping kids with homework, navigating public transportation, connecting with community resources, coming up with a budget, mitigating landlord issues, and/or getting to know Philadelphia together through fun activities. The people you are paired with have requested a Philly Neighbor and have identified the areas they could use support in conjunction with their case manager. As a Philly Neighbor, you are a self-sufficiency guide who works with a family to empower them for 6 to 12 months by meeting together at least 2 hours per week, and you are working on developing relationship, building trust, and welcoming a family to the U.S.

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#### **Possible Activities:**

- Review mail together and create an identification and filing system.
- Set aside time to practice English or have English lessons.
- Devise plans together in dealing with landlord or rent issues.
- Create a financial budget together and discuss future planning.
- Search for jobs together, create short-term and long-term goals together.
- Go on outings together in the family's neighborhood or in Greater Philadelphia.
- Work with family to find local resources that fulfill identified needs, e.g. daycare, English classes, vocational classes, etc.

#### **Expectations:**

- Philly Neighbor will proactively communicate with HIAS PA surrounding issues, questions, or problems that arise in the course of the relationship.
- Philly Neighbor will commit to a regular weekly schedule, and will communicate with family if this schedule must change.
- Philly Neighbor will encourage the family to do tasks with their support, versus the volunteer doing tasks for the family.
- Philly Neighbor will work to connect the family with resources rather than purchasing items themselves; note expenses incurred while volunteering will not be reimbursed and will be considered a donation
- Philly Neighbor will work to problem solve situations on their own and minimize contacting HIAS PA staff
- The family will develop a greater understanding of life and culture in Philadelphia and in the United States.
- Philly Neighbor and family will have developed a trusting relationship in which the family feels comfortable reaching out when they have questions or concerns.

**Measures:** Philly Neighbors will complete a form evaluating their work and progress three months into the relationship and an exit interview at the end of the program.

**Qualifications & Requirements:**

- Must be at least 21 years of age or older.
- Maintain confidentiality of all client related information.
- Willing and able to commit to a relationship at least 6 or 12 months.
- Comfortable with working with a family who possibly does not speak English.
- Comfortable with using Google Translate or other means of communication and translation.
- Comfortable with navigating health, benefits, education, and other systems and bureaucracies.
- Culturally competent; ability to work with diverse populations.
- Flexibility and ability to adjust original goals to family's needs.
- Able and willing to attend in-service volunteer trainings.

**Timeframe:** Six month commitment, with the expectation that you are meeting your Neighbors in their home at least once per week for two hours per visit, which does not include travel time. **Note:** At the 6 month mark, the formal volunteer period is over and HIAS PA will no longer provide support. The volunteer and client will make a mutual decision if they would like to continue their relationship informally,

**Site:** The majority of meetings will take place in the client's home, which will likely be throughout Northeast Philadelphia, South Philadelphia, or Southwest Philadelphia.

**Supervision:** The Philly Neighbor volunteer will report to the Community Engagement Manager with support from the Immigrant Health & Wellness Manager and the client's Case Manager. This role does require a significant amount of independent problem solving.

**Benefits:** You will...

- Be instrumental in an individual's increased independence, social mobility, and opportunity in the United States.
- Have the opportunity to reflect on your own practice.
- Be able to practice interpersonal and relationship building skills.
- Develop new connections in the community.
- Have the opportunity to attend training as available.
- Have personal fulfillment through supporting the development of others!