

Hello,

I am delighted you are interested in volunteering with Lutheran Social Services of NE FL (LSS). Your role is critical in fulfilling the vision of LSS – “to empower communities with hope for new beginnings and brighter futures.”

We recently held a volunteer session. To watch the session, [CLICK HERE](#). There are a number of volunteer opportunities in refugee services which include the following:

- **Donation Sorting**- Come help LSS organize donations! This would be done during LSS's normal operating hours during the week. Small groups welcome. No background screening needed. This can be a one-time volunteer option. No client interaction will be involved in this opportunity. This would be during normal business hours.
- **Transportation**- Assist the case workers in transporting clients to appointments (social security, health department, etc). A vehicle, good driving record, and a Level II background check are required for this volunteer opportunity. Most opportunities would be during the week. Limited weekend opportunities.
- **Youth mentoring**- Youth mentoring is for refugee youth ages 15-24 years old that have a personal, vocational, or academic goal that they want to work towards. LSS matches a mentee with a volunteer mentor. They meet once a week for an hour or once every other week for two hours to work towards that goal together. Mentees and mentors can meet on Zoom, at LSS, LSS's after school location, libraries, and other public settings. An example of a goal might be applying for college. The mentor would assist the mentee in researching schools, exploring financial aid options, filling out applications, studying for SAT/ACT etc. We kindly ask that volunteers interested in volunteering with youth mentoring commit to 6 months. This provides consistency our youth and an opportunity to build a trustworthy relationship. A Level II background check is required for this opportunity. This is a great opportunity for someone that needs a flexible schedule.
- **Vocational mentoring**- This mentoring opportunity is for refugee adults that are pursuing a certificate program or a new vocational field. The mentor will walk alongside them as they complete their training and enter into their new career similar to yours. A Level II background check is required for this opportunity. This is a great opportunity for someone that needs a flexible schedule.
- **Workshops**- Do you have an area of expertise, skill, or hobby you want to share with the refugee population? LSS is always looking for individuals/groups to offer free workshops for our refugee youth/mentoring program and for the general refugee population. This can be a one-time volunteer opportunity and no background check is needed as it will be supervised by staff member. Workshops could be held week days, week nights, or Saturdays.
- **Fieldtrips**- LSS looks for free fieldtrip opportunities in the community for refugee youth/mentoring (ages 15-24 years old). Examples: touring a facility to learn about a career, tickets to museum or sporting event, exploring a community resource etc. Please contact us if you have field trip opportunities that you would like to offer.
- **Front Desk**- Do you have a set time each week you could volunteer at the front desk? You will be answering the phone, accepting in-kind donations, and welcoming clients as they enter the building. This would allow our staff members to focus on client services. This would be during normal work hours.
- **Apartment Set Up**- Calling all groups! LSS is looking for small groups that can take on setting up an apartment for incoming families. Assign a group leader who will receive an email from a staff member when apartment set ups are needed. Group leaders will check the availability of their group members and respond to the email if their group can take on the apartment set up. It would include

coming to LSS to pick up needed items and transporting them to the apartment. There, the group will set up furniture and home goods in the apartment to make it a welcoming environment. Group members do not need to be background checked. No client interaction will be involved in this opportunity. This opportunity would be during the week, at night, or on weekends depending on group availability and LSS needs.

- **Language Interpretation:** If you are fluent in a foreign language and have experience interpreting, we would love for you to join our volunteer team! Current languages needed: Spanish, Arabic, Dari, Farsi, Pashtu, Tigrinya, and Swahili. Th volunteer opportunity requires a Level II Background check. This would be week days and some night/weekends.

We hope that you find a way to be involved in our refugee services program whether that is through volunteering or donating. Here are a few things to know.

- Our program serves refugees from all populations. Although we may see an influx in Afghan refugees, our volunteers will be serving individuals from all backgrounds.
- For volunteer opportunities with clients, we require Level II Background check for the safety of our clients. See below for instructions
- The privacy and safety of our clients is of utmost importance. Volunteers are not to disclose locations of apartments or any client data to anyone.
- Please be patient and flexible during this time as we serve our clients and engage our volunteers. You are a valued part of our team.

STEP 1
[CLICK HERE TO COMPLETE VOLUNTEER
DATA COLLECTION FORM](#)

Complete Step 1 so you can be in our volunteer data base. If you are only interested in apartment set-ups, or sorting donations, skip this next section and go to Step 2

Background Screening Initial Documents

Any volunteer position at Lutheran Social Services with direct client interaction are subject to the screening requirements of Florida Statute Chapter 435. As such, state regulations require you toundergo the following Level II Background Screening*, see the attached documents for all FDLE Background Screening required forms. When returning your FDLE Background Screening forms, we also require a copy of your Official ID or Driver's License - Front and Back. A valid, unexpired, state issued photo ID is needed to verify your identity against the Level II background results and for accompanying searches.

A valid, unexpired, state issued photo ID will also give us flexibility in notarizing your Affidavit of Good Moral Character. We have a notary on staff that will be able to assist you in notarizing your document at no cost to you.

*Level II Background Screenings - generally refers to a state and national fingerprint-based check (FBI) and consideration of disqualifying offenses, and applies to those employees/volunteers designated by law as holding positions of responsibility or trust. Section 435.04, F.S., mandates Level II security background investigations be conducted on employees/volunteers, defined as individuals required by law to be fingerprinted pursuant to Chapter 435, F.S. Your fingerprints will be collected and processed by a third party administer Field Print.

Once we have received your documents, we will process them and provide you with final instructions to complete your Level II screening with Field Print at no cost to you.

STEP 2

Fill out the attached volunteer packet.
If you are interested only in apartment set ups and donation sorting, fill out PACKET A. For all other volunteer opportunities, fill out PACKET B

[CLICK HERE](#) for Packet A.

[CLICK HERE](#) for Packet B.

Please submit your volunteer packet via one of the following:

- HR Private Fax 904-730-8280
- volunteers@lssjax.org
- By mail: LSS of NE FL ATTN: Volunteers 4615 Philips Highway Jacksonville, FL 32207

Questions about the volunteer on boarding process? Email Ayleen Supernault at Ayleen.Supernault@lssjax.org. Please note that LSS follows all current [CDC guidelines](#) in regards to COVID safety.