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**JFCS East Bay Career Coach FAQ’s**

**Becoming a JFCS Volunteer Career Coach:**

* **What is the process of becoming a volunteer career coach with JFCS?**
* Complete the volunteer application on our [Better Impact Volunteer Portal](http://bttr.im/a24bo).  Be sure to remember your username and password for ongoing access to volunteer opportunities, logging hours, and information updates.
* Email requests are sent out as needs arise, so check regularly. Matches are not guaranteed.
* **Do I need to have any certifications?**
* JFCS does not require our volunteers to be certified, however it is important to be up to date on current best practices.
* **Do I need to have a background check?**
* Yes. Background checks are required when working in person or with a minor. You will be sent a separate email from Sterling Check where you will safely and securely provide information such as your SSN to complete the process. The fee is covered by JFCS unless you choose to donate the fee. Results are typically available within 24-48 hours, and you will receive an email with results.
* **How do I log my volunteer hours in Better Impact (JFCS volunteer portal)?**
* [click here for instructions](https://support.betterimpact.com/volunteerimpacthelp/en/help-articles/hours-logging-by-a-volunteer-2/) or
* Log into your [myimpactpage](http://myimpactpage.com/) on the volunteer portal, click on hours and input the date and amount of time you volunteered. This can be updated daily, weekly, or monthly. This is where you can add any notes/feedback as well.
* Please log your hours at least quarterly.  No other documentation is required.
* **What happens if my student(s) does not respond to my efforts to contact them to schedule sessions?**
* Please contact the JFCS coordinator.
* **What happens if my student(s) stops responding to me, doesn’t show up or does not want to continue working with me?**
* Please contact the JFCS coordinator.
* **Do I need to be vaccinated in order to volunteer?**
* If working in person with a client, we highly recommend that vaccinations are up to date.

**General Information:**

* **What career skills am I expected to help with?**
* This will be individualized based on the student’s needs.
* General skills include: resume/cover letter, interview skills, navigate online job search platforms and how to use them, introduce to trusted job search sites, and connect to local resource centers.
* **Am I expected to find the client a job?**
* No. The expectation is to educate the client on the skills that they will need to successfully find a job in the United States. We want to empower them to be independent and develop long-term skills.
* **What information will I be shared about my student(s)?**
* You will be provided basic information such as name, phone number, email (if they have one), address (if coaching in person), English level, availability of the student(s), and some basic background information (if applicable). Volunteer Services does not provide detailed client information due to confidentiality practices.
* **What is the English level of most student(s)?**
* English levels will vary. Many new refugees are at the beginning-intermediate level.
* **Can I help my student(s) with other requests that are not related to job skills?**
* We ask that you stay within the boundaries of job skills coaching. If your student asks you to help with tasks outside the scope of job skills such as taking them to appointments, assisting with obtaining a driver's license, signing kids or themselves up for school, and financial assistance or resources, please reach out to the job skills coordinator and direct them to their case manager. Most likely the case manager is aware of the needs and they are being addressed.
* **Can I take photos with my student(s)?**
* For confidentiality purposes, we ask that you refrain from taking photos unless you have permission from the client. No stories, photos, or identifying information of the families should be shared on social media or among family and friends because their safety and privacy is of utmost importance.
* **Where do sessions take place?**
* Online or in person depending on preference.  If sessions are in person, most clients do not have transportation so the sessions will take place at or around their home. A public library is a great meeting place and resource, if accessible.
* **Can I drive my student(s)?**
* Yes, however, it is required that you have current car insurance and a valid driver’s license.
* **Can I get reimbursed for mileage or gas?**
* No, JFCS does not reimburse for mileage or gas. Consult your tax professional regarding possible charitable deductions.
* **How often am I expected to work with my student(s)?**
* Minimum is 1 time per week, average 1-2 times per week. With career coaching, there’s often more asynchronous work happening, such as editing resumes, and sending links or leads.
* **What if I am going to be on vacation?**
* Let the client know and schedule to continue when you return. You do not need to let the JFCS coordinator know.
* **Does JFCS provide resources?**
* JFCS relies on our experienced volunteers to evaluate the individual needs of the client and find the necessary materials to work toward their goals. JFCS provides some community and online resources including employment centeres, sample resume and cover letters, online list of job search and fair sites, professional career coach for consulting, and more.
* **Can I get a donation receipt for materials purchased?**
* Yes, email [volunteers@jfcs-eastbay.org](mailto:wgreenbeg@jfcs-eastbay.org) to request a donation receipt.
* **If I am teaching via online, does JFCS provide an online platform account?**
* You can use a free zoom account for 40 minutes at a time. When it times out, you are able to sign back in immediately to continue the session. You can also use google meet, facetime, Microsoft Teams, or any other preferred online platform.
* **Will my student(s) have access to a computer?**
* Yes, most do. All refugee families are given one chromebook per family when they arrive.  Although not all of our clients qualify for refugee status, most are sponsored by a US host who provides access to a computer. You can also meet at a public library where access is free.
* **Is my student(s) vaccinated?**
* All Afghan refugees are vaccinated upon arrival as part of the intake process. The process is different for Ukrainian refugees, however most are vaccinated.
* **Who do I contact at JFCS East Bay?**
* Volunteer Services (VS) - [volunteers@jfcs-eastbay.org](mailto:volunteers@jfcs-eastbay.org)
* Career Coach Coordinator: Wendy Greenberg  at [wgreenberg@jfcs-east.org](mailto:wgreenberg@jfcs-east.org) or

[925-644-7529](http://jfcs-eastbay.org/925-644-7529) (cannot receive texts at this number)

* VS Manager: Ami Dodson at [adodson@jfcs-eastbay.org](mailto:adodson@jfcs-eastbay.org) or [925-927-2000](http://jfcs-eastbay.org/925-927-2000) x530