



## Descriptions for Volunteer Assignments

Thank you for your interest in volunteering for the Seattle United for Immigrants and Refugees Mega-Workshop. The event will take place at Exhibition Hall at Seattle Center ([301 Mercer St, Seattle 98109](#)) on Saturday, February 3, 2018. We expect over 1,000 participants seeking citizenship assistance and immigration consultations at the workshop, and we need volunteer support to ensure smooth operations and to provide a welcoming and exceptional experience for all participants.

Here are the available volunteer roles for the workshop (clicking the link takes you to the relevant section in this document):

### [1. Legal Consultation and Review](#)

### [2. Interpretation](#)

### [3. General Support](#)

Please note: we do our best to honor the assignments selected by volunteers, but we may need to change volunteer assignments as needed. Thank you for your understanding and flexibility.

Training videos and day-of orientations will be available to help prepare you for the workshop.

If you are unclear about any part of the registration form or volunteer assignments, please contact [citizenship@seattle.gov](mailto:citizenship@seattle.gov).

### **1. Legal Consultation and Review (attorneys and paralegals in any area of practice)**

We need attorneys (both immigration and non-immigration), DOJ/BIA-accredited representatives, and paralegals to support the legal assistance services at the workshop. Volunteers help participants determine their citizenship eligibility and review completed N-400 and/or I-912 applications that are prepared by form fillers. To sign up for legal consultation and review roles, please go to:

[www.cerv.is/m?0275x21](http://www.cerv.is/m?0275x21).

Specific roles and responsibilities are as follows:

#### **Naturalization Eligibility Screening**

This is the entry point for the citizenship assistance process. You will assess the background and eligibility of participants to determine whether they can proceed to N-400 application assistance or be referred to an outside agency if they are not ready to apply for citizenship. **This station is staffed by non-immigration attorneys with support from experienced immigration attorneys.**

#### **N-400 Form Filler**

You will work one-on-one with participants to fill out the 20-page N-400 application. Volunteers may

also assist with Form I-912 – Request for Fee Waiver for eligible participants. **This station is staffed by non-immigration attorneys, DOJ/BIA accredited representatives, and paralegals and volunteers who have experience with N-400 application assistance.**

### **N-400 Form Quality Review**

You will review the completed N-400 and I-912 application forms and verify accuracy of the information on the application. You may need to also provide advice on next steps and referrals on cases that require further assistance. **This station is staffed by experienced immigration attorneys and DOJ/BIA accredited representatives.**

### **Immigration Consultations**

You will provide 15-minute consultations for participants who have immigration questions and offer referral and resource information. Participants at this station will likely not overlap with those seeking citizenship N-400 application assistance. **This station is staffed by immigration attorneys only.**

## **2. Interpretation**

Participants with low English proficiency will likely need questions, answers, and instructions interpreted for them. These individuals will also need help and guidance throughout the workshop space. You do not need to be an expert or certified in legal interpretation. However, you do need to speak and/or write fluently in your language of choice. If you are not fluent, but can converse in another language, you are encouraged to sign up for other volunteer roles, many of which involve more basic interpretation. To sign up for interpretation roles, please go to [www.cerv.is/m?0275x23](http://www.cerv.is/m?0275x23).

We are looking for volunteers who can speak the following languages fluently:

- Amharic
- Arabic
- Cambodian/Khmer
- Cantonese\*
- Korean\*
- Mandarin\*
- Oromo
- Russian
- Somali
- Spanish\*
- Tagalog
- Tigrinya
- Vietnamese\*

\*Languages in high demand.

## **3. General Support**

You will play a critical role in ensuring smooth operations and a welcoming environment for participants. Legal experience is not required for general support assignments. Excellent customer service skills and an ability to work pleasantly and efficiently are helpful for these roles. If you speak languages other than English, but do not feel comfortable interpreting legal information, your language skills can still be very useful in any of the roles that require interacting with participants. To sign up for general support roles, please go to: [www.cerv.is/m?0275x23](http://www.cerv.is/m?0275x23).

Specific roles and responsibilities are as follows:

### **Pre-Event Preparation – Office Support**

Organize and pack forms and supplies needed for the mega-workshop service stations. We will have an enormous number of forms and supplies that will need to be organized for each station. These are packed at the Seattle Office of Immigrant and Refugee Affairs office in downtown Seattle in the weeks leading up to the event. Validated parking near the office will be available. To sign up for pre-event preparation roles, please go to: [www.cerv.is/m?0275x25](http://www.cerv.is/m?0275x25).

### **IT Support**

Help with computer, printer, and copier set up, installation, and troubleshooting throughout the day. We need tech-savvy volunteers who are comfortable troubleshooting technical issues during the workshop to ensure all the devices are in working order and connected to each other and the rest of the network.

### **Event Set Up/Take Down**

Help set up and take down the service stations including signs, supplies, chairs, and tables. We need volunteers to help with set up the day before and day of event. This may require long periods of standing and walking, and some roles may require heavy lifting. To sign up for event set up/take down on Friday, February 2, please go to: [www.cerv.is/m?0275x27](http://www.cerv.is/m?0275x27).

### **Line Greeter**

Welcome and engage with participants who are waiting outside the building and track the number of participants waiting in line and wait time length. Line greeters are the first to interact with participants and help set the stage for a positive workshop experience. They also make announcements, answer questions, and ensure participants are lining up safely and waiting for the appropriate service. Please wear warm clothing to prepare for spending time outdoors. Expect to be walking and standing. You may be reassigned to other roles after registration is closed.

### **Waiting Area**

Welcome participants as they arrive to the event waiting area inside the building, direct them to an appropriate seat, track who is next for service, monitor how many people are waiting and wait time length, and assist with completing intake forms. Waiting area volunteers also answer questions and help to create a warm and caring environment. Expect to be walking and standing. Waiting area volunteers also answer questions and help create a warm and caring environment. You may be reassigned to other roles after registration is closed.

### **Registration**

Assist participants with completing their intake forms and worksheets, and explain the workshop flow, services, and what to expect through the day. Interpretation is available to assist participants who do not speak English. You may be reassigned to other roles after registration is closed.

### **Station Monitor and Guide**

Station monitors greet and sign-in participants needing services at each station, direct participants to an appropriate seat, track who is next in line for service, request interpreters as necessary, and track how many people are waiting and wait time length.

Station guides will accompany participants from one station to the next. We expect many workshop

participants, and the space may be confusing for some to navigate. We want participants to arrive to where they need to go as quickly and efficiently as possible.

### **Application Copying and Packaging**

Make a copy of the signed N-400 form and all the necessary documents for the client's record-keeping, help participants prepare envelopes for mailing, check signatures on applications, and ensure applicants receive the resources they need to prepare for the citizenship interview and mail their application to U.S. Citizenship and Immigration Services. Volunteers in this role must have excellent organizational skills and high attention to detail.

### **Exit Station**

Check that participants' Tracking Sheets are fully filled out and collect the participants' forms. All participants must check out at the exit station before they leave the building.

### **Volunteer Check-In and Hospitality**

Greet and check-in volunteers, distribute t-shirts, direct volunteers to their assigned stations, and answer questions. On-time arrival is essential if you are assigned to this role.

Hospitality volunteers help set up meals for the workshop volunteers and keep the break room stocked with snacks and beverages. The event is a long day for both volunteers and participants, and we need to keep volunteers fueled throughout the entire day.

### **VIP/Media Check-In**

Assist Seattle Office of Immigrant and Refugee Affairs Media and Communications Manager with VIP/media check-in and escort our VIP/media guests to ensure that they comply with event photography and interview protocols. You may also be tasked with helping OIRA collect stories and quotes from consenting participants.

### **General Support (as assigned)**

Switch between various volunteer assignments as needed. The workshop relies on a pool of adaptable volunteers who can be placed wherever demand for support emerges. This is the perfect assignment for volunteers who are comfortable in all areas of event operation and can adapt to the needs of the moment. Volunteers in the roles who sign up for the second shift will assist with event breakdown after the workshop.