

Good Neighbor Team Overview

Definition of Good Neighbor Team (GNT):

A Good Neighbor Team (GNT) is a group of anywhere from 2 to 12 people who are passionate about showing Christ's love to the newcomer community here in the Triad area. A GNT is partnered with an individual newcomer or newcomer family for at least six months and works to assist WRHP staff with various aspects of the resettlement process. However, a GNT's primary role is to create loving, lasting, life-long, mutually beneficial relationships with their partnered newcomers by visiting them at least once every week. A GNT is often a pre-existing small group, community group, life group (etc.) from a local Church; however, a GNT can also be any group of people that come together out of their love for Christ for the purpose of relationally serving the nations who come to North Carolina weekly.

What are the roles associated with GNTs?

Volunteers, WRHP and refugees work as a team through shared roles and the common goal to empower refugees to reach self-sufficiency. However, each part of the team has specific roles.

GNT's general role:

As mentioned above, a GNT's focus is forming mutually beneficial, genuine and interdependent relationships with their partnered newcomers. Their secondary focus is assisting WRHP staff with tasks, projects and services involved in the resettlement process. Keep in mind that some of our clients are never partnered with volunteers and they still reach self-sufficiency; this is said to reiterate the GNT's primary role of friendship and the importance of not taking on more tasks than the team can handle. GNT members are in charge of communicating issues, activities, requests, praises and questions to the GNT leader.

GNT leader's role:

A GNT leader's role is to act as a liaison between the WRHP volunteer coordinator/church engagement specialist and his or her GNT members. He or she provides direction, organization, support and inspiration for the rest of the group. As a liaison, he or she is in charge of choosing the communication method within the group and between the group and WRHP, following-up with group members, reporting problems to and asking questions of the volunteer coordinator/church engagement specialist and creatively solving problems or planning activities with the partnered newcomers. Additionally, the GNT leader should make sure the group is maintaining proper boundaries with the newcomers as well as turning in their volunteer logs.

Refugee's role:

The refugee is his or her biggest advocate. His or her primary role is to communicate his or her needs to both WRHP and volunteers and to comply with WRHP's rules, which have been established with refugees' best interests in mind.

WRHP's role:

WRHP's role is to provide resettlement services to the refugee with the assistance of volunteers. WRHP is in charge of guiding and offering advice to the volunteers. Specifically, WRHP will contact a GNT after three months for an evaluation, although WRHP will be in contact with the GNT throughout its experience.

Interpreter's role:

You may have the opportunity of meeting interpreters who work for World Relief. Many of our interpreters have been through the resettlement process themselves, and so they are wonderful leaders in the community. If you need assistance with communicating something specific to the refugee you are partnered with, please contact the case specialist instead of the interpreter. For this reason, the best way to communicate is to allow community members and neighbors to interpret for you and the refugees you are partnered with.

GNT: Timeline

Before refugees arrive: Prepare for refugees' arrival as early as two weeks or two days in advance, depending on when WRHP is notified of an arrival.

After refugees arrive: The GNT begins meeting with its partnered refugees once a week (in small groups) in order to build relationships and assist WRHP with the resettlement process. While visiting the refugees, the GNT can participate in various acts of service to foster relationship. The GNT is not required to complete all of the following types of services with their partnered refugees, rather, the ones of their choosing (see 'GNT Contract ').

Timeline:

Before Arrival: Home fully furnished, groceries in home

Day of Arrival: Airport reception with culturally appropriate, ready-to-eat, hot meal available

Within 3 Work Days: Apply for Social Security card

Within 5 Work Days: Apply for Food Stamps, Cash Assistance, & Medicaid

Within 5 Work Days: Contact Department of Public Health to set up Refugee Initial Health Assessment

Within 5 Work Days: World Relief case manager will visit clients, do orientation, and bring "pocket money"

Within 7 Calendar Days: Grocery shopping with client, share a meal with refugees to get to know one another

Within 10 Work Days: Assistance with ESL enrollment, employment services, and other services as applicable

Within 14 Calendar Days: Assistance with transportation

Within 30 Calendar Days: Children enrolled in school

Within 30 Calendar Days: World Relief case manager will do second orientation

Months two-six: Continue to build friendships and empower partnered refugees towards self-sufficiency

Beyond six months: Continue to pursue Gospel-driven friendships with partnered refugees