

**To help volunteers and mentors better understand their role compared to the role of a case manager please refer to the following chart:**

	<b>Caseworker</b>	<b>Volunteer / Mentor</b>
Studies English with family	Only as time permits.	Yes.
Takes family on activities	Unfortunately no time.	Yes, great thing to do.
Talks to families about problems and challenges	Yes, and helps them resolve them.	Yes, listens, but doesn't intervene; refers them to the Institute.
Talks to teachers	Yes	Yes.
Takes refugees to appointments	Yes	No, never.
Helps refugees clean their house	Sometimes, if necessary. Usually teaches them how to keep up a certain standard.	No, but alerts coordinator if situation is out of control and/or unsafe, for example in case of infestation.
Advises parents about how to raise their children	Yes, we have electives about parenting and we also explain American child protection laws to the parents.	No, but alert coordinator if they feel a situation is unsafe or unhealthy for the children.
Helps refugees find employment	Yes, our Job Developers work with refugees on job skills and job placement.	No, but if you have an employment connection please provide information to Mary Ellen Lynch, Volunteer Mentor Coordinator.