

POSITION TITLE: Transportation Independence Program Volunteer	
TYPE OF SERVICE: <b>Direct</b> or Indirect	PROGRAM: Transportation Independence
CONNECTION TO MISSION: Connecting clients with practical resources to pursue transportation independence not only equips newcomers with the tools needed to pursue their self-determined goals, but it also provides access to economic opportunities, speeds the process of integration, and promotes long-term self-sufficiency.	
LOCATION: Varies	TIME COMMITMENT: <b>GRTC Support</b> 3-4 hrs <b>Learner's Permit Support</b> 10-16 hrs <b>DMV Navigation Support</b> 1-3 hrs <b>Basic Driving Skills Support</b> 6-10 hrs
As a Transportation Independence Program Volunteer, there are 4 ways to get involved: <ol style="list-style-type: none"> <li>1. Bus Guide – GRTC Support</li> <li>2. Mentor – Learner's Permit Support</li> <li>3. DMV Guide – DMV Navigation Support</li> <li>4. Behind the Wheel Volunteer – Basic Driving Skills Support</li> </ol>	
<b>1. BUS GUIDE – GRTC SUPPORT</b> POSITION DESCRIPTION: <ul style="list-style-type: none"> <li>• Volunteers meet client at their home</li> <li>• Using resources provided by ReEstablish Richmond, volunteers accompany clients using public transit to/from a re-determined location, with the expectation that the client will learn what to expect and will know how to navigate independently for future bus rides</li> <li>• Point out landmarks along the way, instruct how to safely board, disembark, and cross the street</li> <li>• Most needs are daytime and weekday appointments except for occasional evening ReEstablish Richmond events</li> <li>• 1-2 miles of walking may be required. Wear comfortable shoes and prepare for inclement weather</li> </ul> RESPONSIBILITIES AND EXPECTATIONS: <ul style="list-style-type: none"> <li>• You'll join a team of trained Bus Orientation Guides who regularly provide bus orientations for newcomers</li> <li>• Volunteers should be familiar with the resources available via the ReR website and Volunteer Portal</li> <li>• Reminder that most buses run only once an hour. Plan your time accordingly</li> <li>• Volunteers should watch the weather and be prepared to walk 1-2 miles</li> </ul>	

*Connecting refugees and new immigrants to the resources needed to establish roots, build community, and become self-sufficient.*



- Report your volunteer hours via the Volunteer Portal once a month

**REQUIREMENTS / QUALIFICATIONS:**

- It is not necessary for volunteers to already be familiar with the GRTC system. ReR will train and properly prepare volunteer Bus Guides
- Weekday daytime availability is a must
- Many clients receiving bus orientations are newly arrived here and have limited English proficiency. Download Tarjimly for free live interpretation  
<https://www.tarjimly.org/en>

**IMPACT:**

- Provide practical resources to newcomers, empowering them with knowledge and skills to travel independently, getting themselves to key locations by using public transit instead of relying on others
- Celebrate with people as they reach what is often the first milestone toward self-sufficiency

**2. MENTOR – LEARNER’S PERMIT SUPPORT**

**POSITION DESCRIPTION:**

When a client has significant barriers to accessing learner’s permit preparation resources, volunteer will provide 1:1 study support:

- Meet with the client regularly, once a week, in person or virtually
- Take the client through ReEstablish Richmond’s learner’s permit study course, interpreting the content into the client’s primary language if possible
- Review the DMV online practice questions with the client, including some basic test-taking tips (eliminating the wrong answers, etc.) to help clients with limited educational backgrounds prepare for the testing experience

**RESPONSIBILITIES AND EXPECTATIONS:**

- Volunteer should be familiar with and utilize the Transportation Independence resources available in the ReR Volunteer Portal
- Provide study support for client to learn and understand the rules and regulations of safe driving in Virginia, as covered by ReR’s learner’s permit study course curriculum
- Provide support for client to review the DMV online practice questions in order to prepare for the DMV testing experience
- Communicate to ReR staff when the client is ready to take the learner’s permit test
- Report your volunteer hours via the Volunteer Portal once a month

**REQUIREMENTS / QUALIFICATIONS:**

- Knowledge of the client’s primary language is preferred but not required
- Weekly availability of one hour for 10-16 weeks



- Volunteer may be connected to an interpreter, if needed
- DMV orientation support for the client will be provided by a volunteer when the client is ready for that step

**IMPACT:**

- Equip newcomers with the knowledge and understanding to pass the learner’s permit test (short-term) and become safe drivers (long-term)
- Connect clients to practical resources to aid them in working toward the life-changing goal of earning a driver’s license
- Contribute to the overall safety of Virginia roads

**3. DMV GUIDE – LEARNER’S PERMIT SUPPORT**

**POSITION DESCRIPTION:**

When the client indicates that they are ready to take the learner’s permit test, volunteer will conduct a DMV Orientation:

- Accompany the client to the DMV
- Ensure the client is in possession of their learner’s permit and other documents required by the DMV
- Provide support to navigate the process of applying for and taking the learner’s permit test, with the expectation that the client will learn what to expect and will know how to navigate the DMV independently for future visits
- Communicate the goal of self-sufficiency. ReR provides one DMV orientation per client

**RESPONSIBILITIES AND EXPECTATIONS:**

- Volunteer should be familiar with and utilize the Transportation Independence resources available in the ReR Volunteer Portal
- Volunteer should be aware of potential barriers that the client may experience at the DMV, as described in the Transportation Independence resources available in the ReR Volunteer Portal
- Provide transportation to/from the DMV
- Accompany the client into the DMV and provide support and language access advocacy, as needed, throughout the learner’s permit application and testing process
- Communicate to ReR staff the client’s test results
- Report your volunteer hours via the Volunteer Portal once a month

**REQUIREMENTS / QUALIFICATIONS:**

- Knowledge of the client’s primary language is preferred but not required.
- Volunteers may be connected to interpreters, if needed

**IMPACT:**

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- Build the capacity of Transportation Independence program staff
- Equip newcomers with the knowledge of what to expect at the DMV and how to navigate the learner's permit testing process so that they can do it independently next time
- Connect clients to practical resources to aid them in working toward the life-changing goal of earning a driver's license

#### **4. BEHIND THE WHEEL VOLUNTEER – BASIC DRIVING SKILLS SUPPORT**

##### **POSITION DESCRIPTION:**

Many of our clients have no way to practice driving and no driving experience and/or limited experience riding in a vehicle. When the client earns their learner's permit, volunteer will provide basic driving skills support to help the client get ready for behind the wheel lessons at a DMV-certified driving school:

- Accompany the client to an empty parking lot
- Through multiple sessions, support client to become comfortable while safely and confidently performing basic driving skills:
  - Adjusting the seat and mirrors
  - Finding the headlights, windshield wipers, emergency brake
  - Starting the car
  - Driving forward
  - Steering/driving straight
  - Braking
  - Coming to a complete stop before turning
  - Using the turn signal
  - Steering through turns
  - Checking blind spots
  - Driving in reverse
  - Pulling into a parking space
  - Turning off the car
- Communicate to ReR staff when client is ready for on-the-road instruction

##### **RESPONSIBILITIES AND EXPECTATIONS:**

- Volunteer should be familiar with and utilize the Transportation Independence resources available in the ReR Volunteer Portal
- Ensure the client is in possession of their learner's permit at all practice sessions
- Drive the client to/from an empty parking lot
- Model safe driving behavior
- Provide use of your personal vehicle
- Speak with the client using simple phrases to reinforce English driving vocabulary
- Report your volunteer hours via the Volunteer Portal once a month

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**REQUIREMENTS / QUALIFICATIONS:**

- Knowledge of the client's primary language is preferred but not required
- Volunteers may be connected to interpreters (over 18) who will ride in the back seat of the car to ensure clear communication, if needed
- The client will be connected to a DMV-certified driving school when they are ready for on-the-road instruction

**IMPACT:**

- Provide 1:1 support to clients with no previous driving experience, enabling them to develop basic driving skills and promote readiness for 7 driving lessons with a DMV-certified driving school
- Equip newcomers with practical skills needed to become safe, confident drivers
- Contribute to the overall safety of Virginia roads

