

FAMILY OR INDIVIDUAL

Any family or individual in need. Invited through a shared link or added by another user who then is assigned as their advocate.

POSSIBLE ACTIONS:

- Connect with others – trusted friends and family for their inner circle, an advocate, volunteers, churches, and organizations in the platform
- Post a personal need such as a service needed (for example, a small repair in home) or an item needed (for example, a crib)
- Commit to meet or share a need with others. The need can be shared privately (with the inner circle only), or publicly with anyone in Link2Hope.
- Add a resource that is helpful to either families or volunteers

ADVOCATE

The advocate has the opportunity to build a personal relationship with a family. They can get to know them outside of Link2Hope and/or assist them in getting started using the platform. Most importantly they are there to provide encouragement and assistance in networking.

POSSIBLE ACTIONS:

- Build a relationship with a family or individual in need.
- Help the family set up an account in Link2Hope
- Act on behalf of the family within the L2H platform as needed
- Commit to meet or share a need with another
- Connect with others - individuals, volunteers, churches, and organizations in the platform
- Add a resource that is helpful to either families or volunteers

WHO:

- Anyone invited by a family through Link2Hope to be their advocate
- Anyone assigned to be an advocate for a family by Friendship House Roanoke by request or approval of the family

VOLUNTEER

A volunteer is ready to either meet a need posted by a family or share that need with others.

POSSIBLE ACTIONS:

- Connect with others – trusted friends and family in their inner circle, an advocate, churches, and organizations in the platform
- Commit to meet or share a need with others
- Add a resource that is helpful to either families or volunteers

INNER CIRCLE

The inner circle is anyone who is a trusted friend or family of a family user that is invited in.

POSSIBLE ACTIONS:

- Connect with others – trusted friends and family for their inner circle, volunteers, churches, and organizations in the platform
- Share comments and updates within the Inner Circle
- Commit to meet or share a need with others
- Add a resource that is helpful to either families or volunteers

CHURCH

A church is ready to welcome families into their community and engage their congregation to meet needs.

POSSIBLE ACTIONS:

- Invite church members to be volunteers or advocates in Link2Hope
- Meet needs posted by families, especially those the church is connected with through Link2Hope
- Host classes or groups such as Faith & Finances, Jobs for Life, Celebrate Recovery, marriage counseling, community gardens, etc.
- Post specific services their church offers through the profile description or through tags in the profile
- Share special events at your church through the Learning Resources

WHO: The church will have a point of contact for Link2Hope connections. This person would receive and respond to emails regarding:

- Requests for connections from users
- Needs posted in Link2Hope which they can choose to meet as a church, share with their connected advocates/volunteers, or suggest a local provider

NONPROFIT OR ORGANIZATION

A nonprofit or organization is ready to welcome families into their community and provide services as able.

POSSIBLE ACTIONS:

- Invite staff members or volunteers to be advocates or volunteers in Link2Hope
- Meet needs posted by families, especially those the organization is connected with through Link2Hope
- Post specific services or events their organization offers through the profile description or through tags in the profile
- Share special events at your organization through the Learning Resources

WHO: The organization will have a point of contact for Link2Hope connections. They would receive and respond to emails regarding:

- Requests for connections from users
- Needs posted in Link2Hope which they can choose to meet as an organization, share with connected advocates/volunteers, or suggest another local provider

***REQUIREMENTS FOR ALL USER ROLES:**

- Must be at least 18 years of age and agree to Terms of Use and Privacy Policy
- Background check required for advocate role and certain volunteer actions
- Churches must agree to Statement of Faith
- Non-Profit/Organizations must agree to the Statement of Intent