



30-60-90 Day Expectations for Fellows

Your supervisor will regularly go over this list with you to make sure that you are learning and developing the skills that you need to succeed in this field. Below are the minimum competencies for fellows. Your supervisor will check off competencies as you demonstrate them. Please ask questions and reach out for help if you are struggling with anything on this list. It is your responsibility to be proactive and identify areas where you need additional support if you are struggling. The first 90 days at any position in the U.S. is generally considered your “probationary period.” That means that during this time, you are expected to show that you are able to do the job. This is a learning opportunity and the team is here to support you. Your fellowship is a year long opportunity. We hope to be able to hire at the end of it, but this is contingent on funding and fit.

Our fellows and other staff members bring diverse and impressive skills and experiences and we value your feedback. We ask that you learn our policies, procedures, and American systems before making suggestions. We don’t expect you to know these skills when you start. The entire social services team is here to help you, support you, and answer questions.

At 30 days, you should be able to:

Date of 30 day Review (remember to put it in your calendar):

- ☐ **Ask questions when you are confused or don’t know**
 - This is a learning experience, we don’t expect you to be perfect but we do expect you to reach out for help when you need it.
 - Bring up confusions and concerns in your supervision meetings
- ☐ **Arrive to work on-time**
 - If you are running 10+ minutes late or have an emergency, let your supervisor know once you are able.
 - Your first month, you will work 9-5. However, after that time, you will be able to change your work day to 8-4 or 10-6.
 - Time off (other than sick time) must:
 - Be approved by your supervisor
 - Be asked in advanced
 - Meet client needs (within reason)
 - Be reflected in your Google Calendar

☐ **Dress in business casual clothing Monday - Thursday**

- You can go [here](#) for general guidance on business casual
- This doesn't mean you need to invest in expensive clothes
- Traditional clothing is welcome
- Please ask if you have any questions or are unsure

☐ **Work and engage during the hours you are scheduled**

- If you are scheduled to work from home, you must:
 - Have access to wifi
 - Have childcare during your work hours
 - If you do not have childcare available for the day, reach out to your supervisor to come up with an alternative plan.
 - Be reachable
 - We don't expect instant responses to email and chats but we expect that you respond to your team and clients in a way that allows them to rely on you.
 - If this becomes a problem, you will be asked to work in the office during your work hours
- Attend meetings or reach out to reschedule meetings you are unable to attend
- If you do not have enough to do with your time or do not feel challenged enough, bring this up with your supervisor.

☐ **Work in the office (at least) 2 days a week**

- Work from the office on Wednesday (the social services team day) and a second day that works best for you and your clients.
- Mark the days you are in the office in your calendar.
- Do not work from the office on days you will be the only staff member in the office

Supervisor's Note After 30 Days:

At 60 days, you should be able to:

☐ **Learn and use AsylumWorks tech and software including:**

- | | |
|---------------|-------------------|
| ○ Apricot | ○ Google calendar |
| ○ Docusign | ○ Google docs |
| ○ Zoom | ○ Google drive |
| ○ Google meet | ○ Google sheets |

☐ **Demonstrate problem solving and critical thinking skills**

- Fellows come from all different backgrounds and have varied experience and education. There will be areas where you excel and some where you have gaps in knowledge or experience
- Be able to figure out how to find program and resource information
- Ask questions when you can't figure out how to solve something alone
- Help clients prioritize their needs and goals
- Ask questions and let your supervisor know if you are confused or need help understanding something
- Request support and training when you need it

☐ **Be able to explain the services that AsylumWorks provides**

- This includes social services, career development, and community engagement.

Supervisor's Note After 60 Days:

Before 90 days, you should be able to:

☐ **Gain a basic understanding of how local systems operate, including:**

- Legal immigration/asylum
- Public benefits
- Public transportation
- US medical system

☐ **Meet with clients regularly (once a month at minimum)**

- Follow up with referrals, research, phone calls, and bringing up cases during group consultation as needed

☐ **Maintain boundaries**

- Don't give clients your personal phone or email.
- Only respond to clients during work hours (unless there is an urgent need and you have made a plan to flex your hours).
- Do not accept expensive gifts from clients, money, or gift cards
- Do not visit clients in their home
- After you leave your position, you can only maintain contact through AsylumWorks events and activities

☐ **Maintain confidentiality**

- Only discuss client matters with AW staff or when they consent

- Only talk about clients in privacy (both when working at home and in the office)
- Upload client documents to Apricot immediately and shred the hard copy and/or delete the uploaded copy from your computer
- ☐ **Complete documentation and keep Apricot documentation up to date including:**
 - Intake documentation
 - Welcome Letter
 - Client Wellbeing Assessment (PWI-SOT)
 - Personal Wellness Plan
 - Contact Notes
 - Closure Notes/letter
- ☐ **Contribute to team discussions and meetings**
 - The program is what it is because of what each member has contributed. You were selected because you bring a unique and valuable perspective.
 - Once you are familiar with the program, we encourage you to make suggestions, ask questions, and even criticize parts that aren't working for clients or staff
- ☐ **Gain an understanding of available resources in the DC metro area**
 - Understand general landscape and barriers to resources
 - Be able to make referrals to partner organizations

Supervisor's Note After 90 Days:

After 6 months, you should be able to:

- ☐ **Maintain a caseload of at least 15 active clients**
 - This will be a goal that you will work up to slowly

What you can expect of AsylumWorks:

- Weekly group and individual supervision, with the opportunity to ask questions and bring up concerns
- Training opportunities to learn all duties of position
- You will be alerted if your performance does not meet expectations
 - If this happens you will create a performance improvement plan with your supervisor, including training and support needs
 - A follow-up to assess improvements following this plan

- 2 weeks of time off (this is to be used for sick and vacation. Please use this time)
 - Vacation time off requests must be made at least two weeks in advance and we appreciate more notice if possible.
- You are not expected or encouraged to work overtime
 - Please turn notifications off and enjoy your time off
 - Do not work over weekends unless there is a special event and you flex your hours
- To respect and try to accommodate religious and cultural needs
 - We recognize the different backgrounds of our staff and try to accommodate them as we are able
 - Please talk to your supervisor if you have a related need