



**SUPPORTING AND  
EMPOWERING  
REFUGEES**



## **VOLUNTEER TASK DESCRIPTION**

**Role:** Drop in volunteer, New Roots - Leeds  
**Location:** 2<sup>nd</sup> Floor, Oak house, 94 Park Lane, Leeds LS3 1EL  
**Time commitment:** At least 6 hours a week for  
**Responsible to:** Social Integration Coordinator

### **About New Roots:**

The Refugee Council is the largest charity working with asylum seekers and refugees in the UK and provides services to refugees in different cities. Volunteers are a key part of many of the services that support our clients and work alongside paid staff across the organisation.

The New Roots project will enable refugees across London, Leeds and Hull to receive specialist support to facilitate their integration in the areas of Immigration, Housing, Welfare & Finances, Health & Wellbeing, Social Integration and Training, Education & Employment. The project has three main overarching stages: Engage, Connect and Aspire. Refugee Council is involved in the Social Integration element of the project, which is part of Connect. As part of this, Refugee Council delivers weekly conversation classes, supervises a multi-agency drop in and conducts 1-2-1 support. Volunteers will be key in the running the project.

The Refugee Council runs a weekly multi-agency drop in on Thursdays, 10am – 1pm at Oak House (Refugee Hub).

### **Specifically, the drop in volunteer role includes:**

- Set up and pack down venue: refreshments, rooms, flyers/information
- Welcome clients at reception: brief introduction of project (for new clients), assisting with sign in (for existing clients)
- Screening and advising clients (dependant on experience): using the appropriate guidance and forms, while abiding to confidentiality policy and boundaries
- Managing appointments between clients/advisors: using relevant attendance lists
- Signposting non eligible clients to other services
- Liaising with other agencies: phoning and emailing other services to book appointments or raise issues related to our clients, (strictly under the supervision of the social integration coordinator)
- Advertising additional events/activities/workshops
- Administrative support: gathering and collating information about services for clients; photocopying; filling forms; supporting staff with data entry and IT related tasks, including updating our client database system
- Work under supervision of and report back to member of staff

### **Useful skills and experience:**

- Good communication and interpersonal skills
- Good command of the English language
- Willingness to empathise and learn about refugee issues
- Reliable and trustworthy
- Friendly and patient
- Pro-active
- Experience of drop in environments (desirable)

This project is part funded by the EU Asylum, Migration and Integration Fund. Making management of migration flows more efficient across the European Union.



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## **Skills and experience to be gained from the**

### **role:**

- Learn about refugee issues and different cultural backgrounds
- Interpersonal and communication skills
- Problem solving: exploring how to be creative with communication

### **How we support our volunteers**

Volunteers are valued members of our teams and we provide them with support and development opportunities. Volunteers will receive regular planned support sessions with their supervisors.

Refugee Council allows volunteers to attend our professional training courses when possible, free of charge. Training will be discussed with you during support sessions with your supervisor.

Through sponsorship from the Marsh Trust, Refugee Council also provides volunteers with the opportunity to design and set-up a new service for new clients. There will be an opportunity to discuss this with your supervisor.

Volunteer roles are unpaid, but we can reimburse volunteers for lunch and travel costs. (Unfortunately our limited budget only allows for local travelling costs.)

## **ADDITIONAL INFORMATION**

### **Health & Safety**

The volunteer is responsible for:

Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.

Becoming familiar with the Refugee Council's Health & Safety Policy and procedures including evacuation procedures at your workplace.

Carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.

### **Equal Opportunities Statement**

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee or volunteer is discriminated against on the basis of sex, race, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

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