

VOLUNTEER TASK DESCRIPTION

Immigration Support Assistant (Volunteer Role)

Location: Leeds Office and potential remote working

Time commitment: Minimum of 6 months, 2+ hours each week

Responsible to: Immigration Advisor

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 helps refugees in Leeds in a number of areas. There are 3 partner organisations involved: Refugee Council; RETAS; and Path Yorkshire.



The Volunteer Role

The Immigration Support Assistant will work alongside the OISC Advisor and other volunteers to support clients with basic immigration advice queries (regulated at OISC Level 1 or below). This typically would include assisting clients with Travel Document Applications and issues relating to Biometric Residence Permits (BRPs), along with providing more general advice and signposting.

Specifically, the Volunteer Role Includes:

- Supporting clients with Refugee Travel Document Applications
- Scope for supporting with further queries including BRP card replacements, Leave in Line applications etc.
- Managing and booking appointments between clients/advisors
- Registering new clients and assessing further support needs
- Other general advice giving and support
- Signposting and referring to other organisations where necessary
- Working with interpreters where necessary
- General admin support (E.g. scanning / photocopying / filing etc.)

Useful Skills and Experience:

- Good command of spoken and written English
- Good communication and interpersonal skills
- Basic IT skills
- Reliable and trustworthy
- Interest in learning more about supporting people
- Ability to speak either Arabic, Farsi or Tigrinya (desirable)
- Sensitivity to working in a multi-cultural organisation and the ability to work with colleagues from other cultures
- A commitment to the Refugee Council mission and values

Skills and Experience to be gained from the Role:

- Learn about how a frontline refugee project operates
- Develop interpersonal and communication skills
- Experience working under OISC guidelines, with the opportunity to gain OISC registration after 6 months
- Access Internal and External Training opportunities
- Experience creating needs assessments and action plans
- Gain interpersonal and communication and, problem solving Skills
- Develop administrative skills

All volunteers will be supported to complete a basic Disclosure and Barring Service check (DBS) before commencing volunteering.

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.

If required, volunteers will be given IT access and a Refugee Council email address whilst volunteering on this project.

Through sponsorship from the Marsh Trust, Refugee Council also provides volunteers with the opportunity to apply for additional funding to deliver volunteer-led initiatives. More information can be provided by the volunteer coordinator.

Volunteer roles are unpaid, but we can reimburse volunteers for lunch and travel costs. References can be provided for committed volunteers applying for further volunteering and job opportunities.

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.