

Resettlement Arrivals, Advocate & Support Volunteer

Do you want to gain experience in casework in an advice and outreach setting?

Do you want to be part of a team that is working to promote greater understanding of refugees and the issues affecting them and build a movement that welcomes all refugees and asylum seekers?

What is the role?

To provide support to Syrian refugees who have been resettled in West Midlands. The Arrivals aspect of the role is to provide assistance to an individual or household group of newly arrived resettled refugees for their first week in the UK. The Advocate element of the role is to support refugees to carry out specific tasks as part of their on-going resettlement. These tasks will be directed by the Resettlement Team. The role involves providing local orientation to refugees within West Midlands and supporting them to use local services.

What is the time commitment?

- You'll need to be available to complete some initial induction and training sessions.
- We'd reasonably expect you to commit to a full day or 2 half days a week minimum between Monday- Friday, 9.30 am – 4.30 pm. Some flexibility may be required in arrival weeks.
- Refugee Action volunteers commit to the service for at least 6 months.

Will I receive training and support?

All Refugee Action volunteers will receive:

- Induction and number of training sessions;
- On-going support from a volunteer supervisor;
- Reasonable expenses to cover travel and lunch

Where would I be based?

You will be required to support refugees in Worcestershire – initially in Redditch and Kidderminster.

What are the main duties?

Arrivals:

Following instructions in a resource pack, you may carry out one or all of the following tasks:

- Meet a group of clients at the airport.
- Introduce a client / family to members of their Housing Provider (Housing Associations / Landlord) for their accommodation briefing and tenancy agreement.
- Explain Refugee Action's service.
- Help clients how to use British currency and budget.
- Assist clients to complete benefits forms / accompany them to their first Job Centre appointment.
- Assist clients to register with a GP.

Volunteer role outline



- Assist clients to obtain a residence permit at the Post Office.

Advocate:

This could include:

- Accompanying clients to appointments, e.g. bank, Citizens' Advice Bureau.
- Going with clients to collect forms, e.g. driving licence.
- Assisting clients to make phone calls for themselves and intervening if necessary, e.g. making a doctor's appointment.
- Helping clients find their way around, e.g. teaching them to map read or showing them the route to a particular place.
- Assisting clients to open a bank account.

Both parts of the role:

- Using interpreters when working with some clients (training will be provided).
- Referring any wider issues or concerns back to the relevant Refugee Action staff member.
- Keeping accurate records of contact meetings.

What skills are we looking for?

- Understanding of and commitment to the needs of vulnerable refugees and other displaced people;
- Ability to work with people from a range of different cultures.
- Ability to communicate in an accurate, brief and clear manner.
- Ability to support clients in emotionally demanding situations (mainly during arrivals weeks).
- Knowledge of Arabic language is helpful but not essential;
- Ability to work with interpreters;
- Punctuality and reliability;
- Basic IT skills;
- Ability to record information accurately (paper files or database)
- Ability to speak English to an intermediate level;
- Willingness to develop new knowledge and skills;

We ask for 2 references from all our volunteers. This role also requires a DBS (criminal record) check at standard level

How do I apply?

Please register your interest online at www.refugee-action.org.uk/volunteer

You will be required to attend:

- **an Initial Meeting during w/c 13th June**
- **a generic Refugee Action induction training course w/c 20th June**
- **a role specific training course w/c 27th June**

Specific dates and venues in Worcester are yet to be confirmed.

We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities.