



Supporting refugees, asylum seekers & those with no recourse to public funds

Voices in Exile

Food collection & information volunteer role description

Background

Voices in Exile works with adult refugees, asylum seekers and migrants with no recourse to public funds in Sussex. We offer both practical and legal support to those who would otherwise be unable to access justice. We work with both individuals and families, including refugee families resettled in the UK from Syria and Afghanistan.

We run an independent, volunteer-led and donation-based weekly food bank for service users experiencing destitution. We aim to provide culturally appropriate food as well as toiletries and other essentials. Our service is based in the new Fitzherbert Community Hub, where we create a welcoming space and service users have access to the Real Junk Food Project café and table tennis from the Brighton Table Tennis Club.

Purpose of the role

To distribute food parcels and answer queries or offer signposting to service users.

What's involved

You will volunteer alongside other volunteers and the food collection coordinator. The role will include some or all of these tasks:

- distributing food parcels;
- providing, where possible and if requested, guidance on shopping efficiently, cooking with food bank produce, meal planning, healthy eating, accessing cheaper utilities and grants and signposting services users for additional support;
- ensuring any urgent issues or safeguarding concerns are brought to the attention of the staff member as soon as possible;
- attending the debriefing session and completing records of work undertaken;
- keeping the coordinator up to date with your availability.

We are looking for people who are:

- able to read and write in English, or work with someone who can
- work within our advice, information and referral guidelines

- Friendly and empathic
- non-judgemental
- reliable and trustworthy
- able to maintain strong boundaries
- Easy to talk to and a good listener
- respectful of confidentiality
- able to work as part of a team

To volunteer with Voices in Exile you should have an interest in migration issues and a commitment to basic human rights.

Time commitments - this role requires a commitment to:

- initial induction and training
- 1.5 – 3 hours. We have two shifts, 10-00-11.30 and 11.30-1pm. You can choose to do one or both shifts. You can commit to come along every other week, or you offer to cover when needed.
- volunteer for a minimum of 6 months

Benefits - your role will provide you with opportunities to:

- connect with people from different countries and cultures
- experience the working environment and gain an understanding of different careers in the migrant sector
- share your knowledge and skills, making a difference to someone's life

Support - you will:

- receive a full induction into Voices in Exile and your role
- have a named staff member at Voices in Exile for 1-2-1 support and supervision
- have regular volunteer support group sessions where you can meet other volunteers for peer support and learning
- be reimbursed for reasonable travel and other agreed out of pocket expenses

Practicalities - due to the nature of this role, we will require you to:

- attend our induction and training sessions
- follow the policies and procedures of Voices in Exile
- give permission for an enhanced Disclosure and Barring check to be made
- tell us about any health conditions which may impact on your ability to volunteer in the foodbank - this will allow us to see if we can make any reasonable adjustments to allow you to volunteer.

There is a lift platform to our food bank but is not wheelchair accessible.

We welcome applications from people from refugee and migrant backgrounds and people who speak a community language in addition to English, as well as people who have English as a first language. We would particularly welcome applications from speakers of Arabic, Farsi, Pashto, Dari and Ukrainian.