



Voices in Exile

# Generalist advice and casework support volunteer

## 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.

As part of our holistic approach, we also offer a weekly food and toiletries bank for those who are destitute; and advocate for, accompany and enable people to access services, build community, and develop their own potential through a programme of learning and creative activities. We seek to encourage people to find positive ways to address their own needs, build skills and resilience and work towards integration in the UK.

## Purpose of the role

Our generalist advice team offers crucial advice to migrants on immigration matters, housing and homelessness, benefits and asylum support. We need committed volunteers with good advice and casework management skills to assess clients' cases; to establish their support needs and advocate on their behalf by phone, in writing, or in person – including accompanying clients to meetings, appointments or interviews. The role will also involve assisting us to maintain our client record keeping systems.

## Location:

Our offices are located in Brighton

Our office has stair access only. If this may present a barrier for you, please let us know so we can discuss whether any reasonable adjustments may be possible.

## What your role includes

- Providing practical support to help migrants newly arrived in the area
- Accompaniment to appointments when needed
- Advocacy on behalf of clients
- Listening to the client and their needs, whether they be emotional or practical
- Supporting clients in filing in forms and applications

## Please note, this role does not include

- Advising or signposting on immigration advice (this is not an IAA authorised position)
- Providing any other regulated advice, e.g. debt management

## **We are looking for a volunteer who is:**

- a quick learner with a basic understanding of the UK benefits, housing, and/or immigration systems
- has the ability to speak and write effectively in English
- strong with IT skills, including Microsoft Office programmes and a willingness to learn other database software
- willing to take on administrative tasks associated to casework, such as scanning, or photocopying documents as needed.

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

## **Time commitment**

- 3-4 hours, one day per week for a minimum of six months.

## **Support – you will**

- receive a full induction into Voices in Exile and your role
- have a named staff member at Voices in Exile for one-to-one support and supervision
- have opportunities to undertake external training (as appropriate and subject to costs)
- 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

## **Benefits**

- Reimbursement of out-of-pocket expenses
- We will be able to give you a reference after three months of volunteering
- Experience of being in a UK work environment
- Experience being part of a supportive team

## **Practicalities**

Due to the nature of this role, you 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
- In our work, section 4(2) of the 1974 Rehabilitation of Offenders Act do not apply. Information about convictions, which for other purposes are "spent" must therefore be disclosed.

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

**To apply for this role, please complete our [application form](#). For a Word copy of the form or to discuss this role, contact: [volcoordinator@voicesinexile.org](mailto:volcoordinator@voicesinexile.org)**