



Voices in Exile

# Advice and casework administration 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 Advice and Casework Team offers crucial advice to migrants on immigration matters, housing and homelessness, benefits and asylum support. We are a busy team, offering support to in approximately 2000 enquiries per year and hold 750 ongoing cases. We need a committed volunteer to support the team with tasks, essential to maintaining our records and some areas of client contact.

## Location:

Our offices are in Brighton. Please note, our office has stair access only.

## What your role includes

- Adding new referrals to our case management system
- Responding on basic queries with template emails (staff will provide guidance on this)
- Reviewing the information on the Voices in Exile website to ensure it is up to date
- Client contact for issuing grant funds
- Miscellaneous administration tasks

## We run a busy office so you will need:

Organisational skills

To work collaboratively with team members

To be able to use Microsoft office tools and databases

English skills - Upper intermediate level and above

Experience of working in a busy environment with minimal supervision is desirable but not essential as training will be given.

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

### **Time commitment**

- 3 hours on either a Monday or Friday, for a minimum of six months.

### **Support – you will**

- receive a full induction into Voices in Exile and your role
- have a 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

### **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
- Experience of using case management systems and interpreters

### **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)**