



Resettlement caseworker support volunteer

Role description

Background

Voices in Exile (ViE) is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds, including people who have newly arrived in the UK. We offer both practical and legal support including generalist advice and specialist immigration casework for those who would otherwise be unable to access justice.

Purpose of role

The purpose of this role is to support the resettlement casework team with ad hoc tasks and help clients develop the digital skills they need to access services and opportunities.

This will include:

- One-to-one appointments with clients to support with digital literacy (using google maps etc)
- Supporting with applying for small grants and hardship funds (pelican parcels etc)
- Support with applying for ESOL / leisure activities
- Other ad hoc tasks

Location:

This role takes place in the office.

Please note our office is on the first floor and accessible by stairs only (no lift available)

Personal skills and attributes

We are looking for someone who:

- Is empathic and friendly
- Is passionate about human rights and committed to the safe resettlement of refugees into the UK
- Has the ability to speak and write effectively in English
- Has good IT skills including the ability or willing to learn how to use Microsoft office, outlook, and database software.
- Has an interest in migrant issues and a commitment to basic human rights for all (Essential)
- Willing to take on administrative task such as scanning, or photocopying documents as needed.
- The ability to speak a community language is an advantage, but not essential.

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

What we offer

- an induction into your role, including essential information about Voices in Exile and how we work
- support from a ViE staff member
- reimbursement of out-of-pocket expenses – agreed with your role supervisor

Time commitments - this role requires a commitment to:

- initial induction and training
- 2 hours per week
- 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 of working in the migrant sector

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
- be reimbursed for reasonable travel and other agreed out of pocket expenses

Practicalities

This role involves working directly with vulnerable adults. As part of our commitment to safeguarding we will require you to:

- attend our induction and training sessions
- follow the policies and procedures of Voices in Exile
- give permission for a Basic Disclosure and Barring (DBS) check
- provide references

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.

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