

Casework Volunteer

TASKS:

To assist in providing advocacy and casework on behalf of service users

To work closely with Casework Manager to give advice in refugee and welfare-related queries such as welfare benefits, housing, education, employment, and health

To contact statutory services, Migrant Help, housing providers, and other services on behalf of beneficiaries by phone, fax and email.

To signpost or make referrals to specialist support services for people who are not eligible for our service

To assist refugees, asylum seekers, and migrants, who have no reliable means of support, to access emergency accommodation and/or subsistence

Filing and administrative tasks.

PERSON SPECIFICATION:

Excellent command of written and spoken English

Confident at communicating over phone and email

Experience working in a busy and demanding environment

Excellent ICT skills

General knowledge of refugee support, needs of asylum seekers, and the welfare benefit system

Understanding of the barriers facing refugees and asylum seekers in the UK

A second language, especially French, Arabic, Kurdish, Farsi or Gujarati is desirable.