



Refugee and Migrant Forum of Essex and London (RAMFEL)

## Volunteer Role Description

### **Casework Volunteer**

**RAMFEL is a charity that supports vulnerable migrants to access justice and that provides vital support in moments of individual crisis.**

RAMFEL runs a busy client facing service seeing over 1800 clients a year, for these clients we provide legal advice, casework support, destitution support and crisis intervention.

**RAMFEL is offering volunteering positions for applicants who are looking to gain work experience in the charity sector supporting vulnerable migrants with housing, benefits, asylum support and general welfare matters. We are committing to offer relevant training and experience that would help applicants to enter the job market and for this reason, we are looking for applicants with no/little experience in the sector. We particularly value applicants with lived experience.**

Working under the supervision of specialist caseworkers you will work face to face with clients and assist in follow up casework.

#### **What will you receive?**

- Role specific training, training on issues affecting vulnerable migrants
- Ongoing individual supervision and meetings
- Lunch and travel expenses (up to £10 lunch, up to £10 travel)

#### **Where are we?**

RAMFEL's office is in Stratford, 10 minutes walk from Stratford station, 12 minutes walk from Bow Road Station, 5 minutes walk from Stratford High Street.

We also have a weekly drop-in / food bank that volunteers could attend at Cardinal Heenan Centre, 326 High Road, Ilford, IG1 1QP (this takes place on Thursday from 10am to 1pm)

#### **Where will you be working?**

For the first three weeks, you will receive training in the Stratford office and you will be shadowing your supervisor in the office.

After this initial period, you will be required to attend the office at least twice a month, while the rest of the time, you will be able to work remotely, if preferred.

### **What happens if you apply?**

- We will interview applicants on 11 or 12 March 2024
- You will be asked to complete a DBS check at interview (this is a requirement of working with vulnerable adults and children)
- You will be asked to provide a reference
- Mandatory training for the role and induction will take place on 26 March and 2 April

**Reporting to:** Specialist caseworkers

**Time Period:** This role requires a minimum 6-month commitment for at least one day a week during office hours (Mon-Fri 9-5).

### **Role description**

1. Greeting clients and creating a warm and welcoming atmosphere for them
2. Working with vulnerable clients on casework of a complex nature
3. Dealing with external agencies on behalf of clients
4. Handling incoming phone calls and client drop ins, providing prompt responses and forwarding to appropriate staff member where necessary
5. Perform general clerical duties including photocopying, faxing and mailing
6. Handle requests for information and data and follow up with appropriate staff member
7. Schedule and coordinate meetings and appointments with clients
8. Keeping accurate case records on the data base
9. Applying for cash grants application when required

### **You will be required at all times to respect:**

- RAMFEL's confidentiality and any other relevant policy
- Safeguarding policies

### **Person Specification**

#### **Requirements:**

(E=Essential, D=Desirable)

1. A commitment to volunteer at least one day a week for six months (E)
2. A calm and professional manner, capable of dealing with complex information whilst under pressure (E)
3. Confidence in applying new learning in a fast-paced environment (E)
4. Good knowledge of Microsoft Office programs, including Outlook, Word, and Excel (E)
5. Excellent organisational, written and verbal skills (E)
6. Works well individually as well as within a team (E)
7. Detail oriented and committed to meeting deadlines (E)
8. Ability to problem solve in a fast paced environment (E)
9. Fluent English



10. An awareness of some of the issues that affect asylum seekers, migrants and refugees (D)
11. Ability to speak in another language
12. Experience of working with people whose first language is not English.