



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 2000 clients a year, for these clients we provide legal advice, casework support, destitution support and crisis intervention. In order to meet the demands of this vulnerable group we need support for our expert advisers. Working under the supervision of legal advisers and specialist caseworkers you will work face to face with clients and assist in follow up casework.

What will I receive?

- Lunch and travel expenses (£5 lunch, up to £10 travel)
- Role specific training, training on issues affecting vulnerable migrants
- Ongoing individual supervision and volunteer meetings

Where are we?

RAMFEL's office is in Ilford, a 15 minute journey from Liverpool street or 8 minutes from Stratford

What happens if I apply?

- You will be asked to complete a DBS check at interview (this is a requirement of working with vulnerable adults and children)
- We will interview applicants between 10th & 21st of April
- Training for the role and an induction period will take place throughout May

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. To greet clients and create a warm and welcoming atmosphere for them
2. To work with vulnerable clients on casework of a complex nature
3. To deal with external agencies, often advocating for clients with agencies who have stretched resources
4. Handle 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

Person Specification

Requirements:

(E=Essential, D=Desirable)

1. A commitment to volunteer at least one day a week (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. 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. An awareness of some of the issues that affect asylum seekers, migrants and refugees (D)