



Refugee and Migrant Forum of Essex and London (RAMFEL)

Volunteer Role Description

Immigration/Legal Casework Volunteer

RAMFEL is a charity supporting vulnerable migrants to access justice and providing vital support in moments of individual crisis.

RAMFEL runs a busy client facing service seeing over 1800 clients a year. 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 legal sector. 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 legal sector. We particularly value applicants with lived experience.

Working under the supervision of legal advisers and specialist caseworkers, our volunteer will work with clients and assist in follow up casework in order to gain training and experience.

What will you receive?

- Role specific training, training on issues affecting vulnerable migrants
- Training and hands-on experience in immigration and human rights law, under the supervision of an experienced legal adviser
- Incentive and support to take OISC exam (free of charge) to qualify as an OISC advisor up to level 3
- 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 and you are shortlisted?

- 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: Immigration Service Manager and/or Immigration Advisor

Time Period: This role requires a minimum 6-month commitment for **one day** a week during office hours (Mon-Fri 10-4).

Role description

1. Working closely with the immigration advisors and assisting them in advising clients
2. Working with vulnerable clients on casework of a complex nature
3. Drafting advice letter to clients (under supervision)
4. Drafting letters to the Home Office (under supervision)
5. Preparing application bundle
6. Conducting legal research
7. Dealing with external agencies / advocating for clients with agencies who have stretched resources
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:

- The standards of the Office of the Immigration Service Commissioners (OISC);
- RAMFEL's confidentiality and any other relevant policy
- Safeguarding policies

Person Specification

Essential requirements:

1. A commitment to volunteer at least one day a week for six months and reliability
2. A calm and professional manner, capable of dealing with complex information whilst under pressure
3. Good knowledge of Microsoft Office programs, including Outlook, Word, and Excel
4. Excellent organisational, written and verbal skills
5. Speak in fluent English
6. Works well individually as well as within a team



7. Detail oriented and committed to meeting deadlines
8. Ability to problem solve in a fast paced environment
9. Strong interest in human rights, migration or asylum issues

Desirable requirements:

1. Ability to speak in another language
2. Experience of working with people whose first language is not English.
3. Experience of working with vulnerable people/children, people suffering mental health, victim of domestic violence
4. Experience in other areas (non-legal) related to migrants