

# Volunteer Role Profile



Volunteer Role

**Volunteer Caseworker**

Volunteer Manager

**Placement Manager**

Where you will be based

**Home**

## Why we want you

The casework volunteer will work one-to-one with vulnerable asylum seekers and refugees to help them access suitable support services. We provide casework advice to refugees and asylum seekers on how to find their family members, family reunion, basic support and entitlements, healthcare, travel advice, legal advice, education, support for women, support for Young refugees, reducing social isolation, increasing wellbeing and destitution. We use a person-centred approach meaning we keep the service users' needs at the heart of our casework. We aim to build resilience by enabling through casework RAS to recover from personal crisis. BRC is a certain sign of hope to refugees and asylum seekers in crisis, & we work alongside many other statutory and charitable organisations to meet their needs. The role is subject to Disclosure & Barring Service (DBS) check, as the role involves one to one contact with service users (Adults and Children).

## What you will be doing

- Making referrals to GPs, solicitors and other professional bodies
- Destitution support-providing emergency food, cash and clothes
- Admin based tasks including updating the BRMS system with case notes and documents
- Emotional support-speaking to vulnerable service users and offering our help

## The skills you need

- IT literacy and good admin skills
- Communication skills
- Empathy/good soft skills
- Teamwork

## What's in it for you

- A full induction, with ongoing support and supervision throughout your placement
- Access to relevant in-house training and development opportunities, including British Red Cross intranet site, e-learning facility and one-to-one career sessions or career development workshops
- Valuable exposure to the work of the Red Cross in the UK and around the

world

- A great opportunity to develop your existing skills and to gain new ones