

# Volunteer Role Profile



Volunteer Role

**Refugee Support - Project Volunteer**

Volunteer Manager

**BRC Manager**

Where you will be based

**Office**

## Why we want you

Are you passionate about supporting people in crisis?

We are looking for enthusiastic Project Volunteers who enjoy being part of a supportive team. You will be friendly and welcoming, and keen to get involved in our diverse service and activities. You will enjoy working with people face to face in a multi-cultural environment.

Our Refugee Support Project Volunteers help to make people feel comfortable and engaged with the services we provide by providing emotional support. This can be a distressing time and we aim to ease the process of adjusting to life in a new country through resilience and empowerment.

## What you will be doing

- Showing people where to find local services they need
- Helping the team to set up and help to run group work activities
- Supporting the team with some administrative tasks
- Use your Red Cross training to give emotional support to people

## The skills you need

- Strong communication skills and empathetic about the situation and needs of refugees, asylum seekers and vulnerable migrants
- Able to volunteer in a multicultural environment
- Good teamwork skills and a willingness to support where needed
- Speak English; knowledge of another language would be helpful (particularly one used in the current local refugee population)
- Emotionally resilient as you may need to deal with challenging or difficult situations
- Keep the people we support at the heart of what you do

## What's in it for you

- Meet new people and be part of a supportive and inclusive team
- A great opportunity to develop your existing skills and gain new ones
- All training and induction for the role (there is no charge for training)
- Reasonable pre-agreed travel expenses for the role including for attending training

- An opportunity to be part of the world's largest humanitarian organisation and the knowledge that you are making a difference to people's lives