

Volunteer Role Profile



Volunteer Role

Placement - Refugee Support Caseworker

Volunteer Manager

Placement Manager

Where you will be based

Office

Why we want you

The casework placement volunteer will work one-to-one with vulnerable asylum seekers and refugees to help them access suitable services. It will include but not limited to, undertaking sensitive and comprehensive interviews with service users to assess their needs and agreeing a plan of action with the beneficiary.

What you will be doing

- Support the beneficiary to access other services, for example from the NHS, legal representatives, and Social Services
- Maintaining effective client records using our data capture system including communicating effectively with the Home Office case owner
- Working effectively with interpreters
- Offering onward referral to relevant bodies as appropriate
- Providing one to one support to beneficiaries
- Undertaking sensitive and comprehensive interviews with service users to assess their needs
- Identify and respond appropriately to safeguarding and protection issues with vulnerable clients, including children and vulnerable adults.

The skills you need

- A good communicator and empathetic about the situation and needs of refugees
- Able to use emotional support skills in a calm and responsible manner
- Aware of conflict and migration issues and sensitive to cultural issues, including those relating to gender
- Personally resilient as you may need to deal with difficult or challenging situations
- Understanding of face-to-face client work and/or casework, demonstrating excellent communication and proven listening skills
- Able to speak good English; plus knowledge of a foreign language would be useful (particularly one used in the current local refugee population)
- Able to use emotional support skills in a calm and responsible manner
- Able to keep the beneficiary at the heart of what you do, supporting the Red Cross to understand service user needs and the difference our role makes
- Willing to adhere to BRC Casework Good Practice Standards
- Able to work alone with minimum supervision as well as part of a team

- Willing to uphold the Fundamental Principles of the International Red Cross and Red Crescent Movement and adhere to the Society's Equal Opportunities Policy
- Willing to complete a criminal record check

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
- Reasonable travel and lunch expenses paid
- Being a volunteer for the British Red Cross means that you can proudly say you are part of the world's largest humanitarian organisation, and one of our 13 million volunteers across the world.