

Volunteer Role Profile



Volunteer Role	International Family Tracing Casework Volunteer
Volunteer Manager	Volunteer Manager
Where you will be based	Office

Why we want you

We are looking for empathetic casework volunteers who will use a professional approach to help separated families get back in contact. Knowing what happened to family members left behind or who have migrated around the world is vital. Our volunteers are there to help them reconnect.

Due to the intensity and complexity of parts of our services, it is essential that our casework volunteers work to the highest standards so that we can provide a safe, high quality and effective service. You will be comfortable working independently as well as part of a supportive team, working with a high level of accuracy and attention to detail and dealing with complex and personal information.

What you will be doing

- Leading sensitive and comprehensive conversations and interviews with people to find out about the family they are trying to contact
- Analysing the information given and using IFT service knowledge of the family's country to agree a plan of action
- Recording accurate and detailed case notes and completing 'tracing' forms
- Working sensitively with unaccompanied and separated children
- Carrying out local searches (in pairs) and research to find people in the UK
- Signposting to other organisations where appropriate
- Keeping the service casework management database up to date

The skills you need

- Strong written and verbal communication skills and empathetic about the situation and needs of refugees, asylum seekers and vulnerable migrants
- Emotionally resilient as you may need to deal with challenging or difficult situations
- Able to calmly support people who are in distress
- Previous experience of face to face client work or casework would be helpful
- Able to work independently as well as part of a team
- An ability to work in a multicultural environment
- Respect and follow our confidentiality policy

- Fluency in English; knowledge of another language would be helpful (particularly one used in current local refugee populations)
- IT literate and a willingness to learn and use the service casework management database
- Ideally able to commit to the role for at least 12 months and at least one day per week
- Willing to complete a criminal record check
- Willing to commit to ongoing training and development

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