



Volunteer Refugee Support Worker Role Profile

Salary: Voluntary

Location: Various

Hours: Flexible hours but must be able to commit to on average 2-3 hours per week (min)

OVERVIEW

We're looking for volunteer refugee support workers to join our passionate and committed team, working to resettle refugees within the Borough of Elmbridge. We need people who can welcome new families and support them as they start their new life in the UK. Their needs range from help with administrative tasks – including registering for bank accounts, benefits, medical services and schools – to local orientations, support learning English or simply friendship. Because you'll be joining at the beginning of our journey, you'll be able to help shape what we do and how we do it.

KEY TASKS

- Provide support, information and practical help to refugee families.
- Help families with administrative tasks including but not limited to: registering for bank accounts, medical services, schools applications, housing benefit forms etc.
- Respond to needs as they arise and attend meeting/appointments (eg, medical appointments) with the family within specified hours.
- Act as an advocate for the families/individuals you support.
- Understand your responsibilities in regard to safeguarding and information sharing and use this to inform every day practice.
- Liaise with other members of the Elmbridge CAN team as needed to fulfil the role.

Elmbridge CAN, PO Box 112, East Molesey, KT8 8EN

www.elmbridgecan.org.uk

contact@elmbridgecan.org.uk

SKILLS

Essential

- Strong empathy and communication skills.
- Experience of having met people from other cultures (and specifically Middle Eastern culture).
- Willingness to volunteer occasional evenings and weekends.
- Ability to work as part of a team.
- Passion for the role and commitment to the aims of Elmbridge CAN.

Desirable

- Ability to speak Arabic or Kurdish.
- Previous experience of befriending and/or supporting refugee families or working with vulnerable people.
- Understanding of the issues and experiences of families who are coming to the UK as refugees.

Please note: applicants for this role will be required to undergo a DBS check.

What we provide:

- An introduction to Safeguarding.
- Supervision/support from a member of the core team.
- Help establishing boundaries and defining the scope of your role (on a family/case-by-case basis).

This is a great opportunity to:

- Gain experience supporting refugees.
- Be part of a grassroots community group.
- Learn about our work and the refugee crisis.

We are a local community group and as such, we particularly welcome applications from people living in the Borough of Elmbridge or with an affinity to the area.