

VOLUNTEERING WITH SUFFOLK REFUGEE SUPPORT



Suffolk Refugee Support is a charity in Ipswich

**We give practical advice and support to people across Suffolk
who are waiting for their asylum claim to be processed
or who have refugee status**

Volunteering with Suffolk Refugee Support

Suffolk Refugee Support could not run activities without volunteers' support and commitment.

If you're interested in volunteering with us, here are some of the projects where we often need volunteers:

ESOL (English for Speakers of Other Languages)

Most of our volunteers help at ESOL classes (English for Speakers of Other Languages). They either assist the tutor or lead their own sessions.

These sessions are rewarding and enjoyable and volunteer turnover is low. The classes are usually two to three hours long and run during term times. We also run a summer school for young people.

From time to time there are vacancies to cover holiday and sickness, or extra one to one support for individual students.

Unfortunately, we don't offer ESOL training courses but we do provide resources and advice from our ESOL tutors.



If you have experience in teaching or ESOL and would like to be on our waiting list, please get in touch. If you only have limited experience and are interested in an assistant role, please also let us know. lruffle@suffolkrefugee.org.uk

Individual one to one support

Volunteers support people one to one with exam preparation, projects such as Life in the UK or driving theory, and with informal English conversation and practice

Opportunities to volunteer depend on what people using SRS services need at any given time. The sessions are usually one hour a week. *If you have skills that you think could help – for example, Maths or Science teaching – please get in touch. lruffle@suffolkrefugee.org.uk*

Mentoring

Occasionally we provide mentoring. *If you have a social work, youth work or similar background and would like to be on a waiting list for potential opportunities, please get in touch. lruffle@suffolkrefugee.org.uk*



Reception – volunteers needed

Our full time Reception and Admin Officer is supported by reception volunteers on ‘advice days’ when the office is open for appointments (Mondays, Tuesdays and Fridays). This is a very busy but rewarding role. *If you have experience in an office environment or would like to find out more about volunteering on reception, please get in touch.*

lruffle@suffolkrefugee.org.uk

Other activities

We are lucky to have many dedicated volunteers who cover new vacancies and ad hoc activities, for example, the [creche at International Women’s Group](#), [Homework Club](#), [Youth Club](#), [holiday activities](#), [community events](#), [sewing](#) and [football](#).

When we need new volunteers for these or other projects we advertise on our [website](#), [Facebook](#), [Twitter](#) and on [Volunteer Suffolk](#).

Student placements

If you are a social work or other student looking for a placement, please get in touch with the Operations Manager. jpeck@suffolkrefugee.org.uk



Asylum seekers and refugees

If you are an asylum seeker or refugee and looking for paid work or volunteering, please ask reception to make an appointment for you to see the Employment Team. 01473 400785



Opportunities we can't offer volunteers

Our advice work, fundraising and admin work is done by SRS staff.

We have limited opportunities for volunteers who want to work in these areas.

SRS services don't include hosting, befriending or transport support.

The recruitment process

Because of the vulnerabilities of some people in the asylum and refugee system, we ask for:

- ✓ a completed application form
- ✓ two references (if this is difficult, we can discuss alternatives)
- ✓ an informal interview
- ✓ a DBS check
- ✓ completion of Safeguarding courses (online or face to face)
- ✓ to read and agree to a Code of Conduct, Volunteer Agreement, Phone & Social Media Disclaimer, Confidentiality Agreement

We also ask you to complete:

Criminal Record Declaration Form

A criminal record does not necessarily mean you can't volunteer with us.

Equality Monitoring Form

This is to measure our commitment to Suffolk Refugee Support's Equality and Diversity policy

The process can usually be completed in a week.

If you are in the asylum system, the DBS can take longer.

Please note, most but not all of our activities run during working hours.

Our commitment to you

- ✓ give you an induction
- ✓ offer regular training sessions and social events
- ✓ offer one to one sessions with the Volunteer Coordinator
- ✓ treat you fairly and with respect
- ✓ consider your health and safety
- ✓ provide you with adequate insurance while you are volunteering with us
- ✓ pay you agreed expenses
- ✓ listen to you and consider your feedback

Skills you'll develop volunteering with SRS

deeper understanding of asylum and refugee issues - experience working with all ages, nationalities, staff, volunteers and users of SRS services - teamwork - communication - knowledge of different cultures, customs and backgrounds - empathy - creative thinking - confidence - resilience - patience - commitment

Your commitment to SRS

- ✓ be committed, reliable and on time
- ✓ work positively with staff, volunteers and clients according to your role and our policies
- ✓ offer a warm, calm and welcoming support to SRS service users
- ✓ understand and follow our policies and procedures, including on safeguarding, aggressive incidents, health and safety
- ✓ follow the instructions we give you about your role
- ✓ work collectively with staff and other volunteers
- ✓ be open and honest about your expectations and abilities
- ✓ take up opportunities for relevant training and one to one sessions where possible

Other ways you can help Suffolk Refugee Support

Keep in touch

Join our [mailing list](#)

Or follow us on Facebook or Twitter



Become a member

You can join us as a [member of Suffolk Refugee Support](#) for as little as a pound



Fundraise

If you'd like to make a difference by raising funds or awareness, get in touch with Martin msimmonds@suffolkrefugee.org.uk

Whether it's organising an event or doing a sponsored run, we can help with publicity and materials.

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