



Advice Volunteer

Times	Mondays 9am – 1pm, 2pm-4.30pm
Location	Suffolk Refugee Support, Ipswich
Main staff contacts	Advice Service Manager, Volunteer Officer

Our Advice Service has developed in response to the many and complex problems experienced by asylum seekers and refugees as they adapt to life in the UK. We offer advice covering an extensive range of issues – from health to housing, immigration and asylum issues and family support – for people newly arrived in Suffolk and those who are more settled.

As someone with experience in an advice or support role, you'll help at our weekly drop-in sessions. You'll be part of a friendly, supportive and dedicated team.

Main tasks

Tasks will vary but are likely to include:

- Helping clients to

- Sign up to the Gateway housing provider*
 - Register and make appointments with a GP*
 - Apply for support with health costs*
 - Claim Child and other benefits*
 - Make school applications*
 - Make bill payments*

- Update details and information on to the SRS database
- Carry out ad hoc admin tasks e.g. photocopying
- Prioritise safeguarding, confidentiality and GDPR
- Uphold Suffolk Refugee Support Aims and Values
- Commit to Suffolk Refugee Support policies and procedures

We ask all our Staff, Volunteers and Trustees to undergo a DBS check and Safeguarding training which will be provided and paid for by SRS

Personal qualities

- Paid or voluntary experience in an advice or support role
- Able to commit to weekly sessions
- Excellent written and spoken English
- Ability to communicate with people who don't have strong English
- Lived experience as a refugee or asylum seeker is desirable but not essential
- Confident in IT, experience with CRM packages or willingness / ability to learn
- Attention to detail
- Experience or strong awareness of GDPR and how to handle sensitive data
- Empathy and understanding of issues around refuge and asylum

What you'll get out of volunteering

- Be part of a friendly and supportive team
- Develop strong communication skills
- Gain or use your knowledge of the challenges facing refugees and asylum seekers and of charity operations
- Enhance your CV with impactful volunteering that creates positive change
- Meet people from diverse backgrounds
- Experience the rewards of helping others rebuild their lives in Suffolk