

# General Support Volunteer



At Notre Dame Refugee Centre, we extend a warm welcome to refugees and asylum seekers. Our centre is a place where individuals can find expert advice and the opportunity to participate in a range of activities at the centre.

## Role Description

On Mondays and Thursdays, we run our drop-in sessions from 10:00am-2:00pm. During these sessions, we offer a General Support service. This role is focused on supporting clients with queries they may have with regard to such applications for Universal Credit and applying for Travel Documents. Volunteers support us by ensuring the smooth running of the drop-in sessions. This role requires a commitment of **6 months** of volunteering.

Volunteers are entitled to £6 for travel expenses.

General Support volunteers help clients to understand and navigate systems within the UK and help them access the information they require. As a General Support Volunteer, you will be tasked with supporting clients with the following:

- Explaining/interpreting letters
- Making calls to the GP
- Support with Universal Credit applications
- Applying for Travel Documents
- Offering support/advice with Council Tax issues

## Person Specification

### Essential

- Enthusiasm and commitment to supporting refugees and asylum seekers
- Good communication skills
- A good standard of written and spoken English
- A good standard of IT skills
- Be able to commit to volunteering for **at least 6 months**
- Ability to work well in a team

### Desirable

- Ability to speak the following languages: French, Lingala, Arabic, Spanish
- Experience working or volunteering with refugees or asylum seekers

## How to apply

If you are interested in applying for this role please email a completed copy of the Volunteer Application Form to [info@notredamerc.org.uk](mailto:info@notredamerc.org.uk). The form can be found on our website: [Volunteer with Us | NDRC \(notredamerc.org.uk\)](#)