

## Role description – General Support Adviser Volunteer

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

On Mondays and Thursdays, we run our drop-in sessions from 10am to 2pm. During these sessions, we offer a General Support service. Volunteer General Support Advisers help clients to understand and navigate systems within the UK and help them access the information they need. As a General Support Adviser, you may be supporting clients with the following:

- Explaining/interpreting letters
- Helping people register with GP
- Support with Universal Credit applications
- Applying for Travel Documents
- Offering support/advice with Council Tax issues
- Signposting to other agencies where we are unable to help

This role requires a commitment of at least 6 months of volunteering. Volunteers are entitled to claim £6 for travel expenses. You will gain valuable experience of giving advice on a wide range of matters to vulnerable clients and may wish to progress to OISC Level 1.

### 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 literacy
- 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, asylum-seekers or other vulnerable groups

### How to apply

If you are interested in applying for this role, please complete the Volunteer Application Form on our website, stating the role that you are interested in.

This role is subject to the completion of a satisfactory DBS check and two references.