

Volunteer Job Description



Refugee Support Devon

Volunteer Role: Drop In Centre Triage Volunteer

Project: Drop-In/ Immigration

Report to Drop-In Manager: VALENTINA TODINO

Email address: valentina@refugeesupportdevon.org.uk

Time commitment: 2 hours a week, usually on a Tuesday or Thursday, from 2pm to 4pm but times may change occasionally. We are seeking two regular volunteers: one on Tuesday afternoons and one on Thursday afternoons.

In addition, extra request for help will be occasionally required, such as representing the organisation in events, i.e. fundraisers, community events, Respect Festival, Refugee Week, etc.

Project description:

Our drop-in service provides practical support for refugees, asylum seekers and undocumented or otherwise vulnerable migrants on a wide range of issues, including help to communicate with other organisations, assistance to find legal representation and general help navigating life in the UK. Support is available as a one-off, or over a longer term. When support is required for complex or long-term issues, we will provide a personally tailored package that may include assistance on an outreach basis as well as through our office-based services.

We have links with other local and national services to ensure people can be signposted to the most appropriate agencies if we cannot help.

This role will be the first point of contact for new and old clients that arrive at the drop-in and therefore the person will need to demonstrate a welcoming approach and good communication skills.

Role description:

- **To welcome clients at the entrance of the drop-in together with the welcome volunteers on shift**
- **To help new clients to register onto RSD database**
- **To assess the needs of the clients and actively listen to their enquiries**
- **To redirect clients wither to the drop-in team or to the immigration advice team**
- To make every client feel welcome and comfortable, while waiting to be attended by a caseworker
- To collect feedback from clients
- To work collaboratively with the manager and the rest of the team with the aim of ensuring the smooth running of the services.

What we expect from the triage volunteer:

- Honest and clear communication with RSD staff
- Very good IT and administration skills
- Great attention to details and ability to communicate with clarity, especially in circumstances where the clients don't have English as their first language,

in order to fill the registration form in as much details as possible.

- A basic knowledge of the asylum system in the UK and of the legislation related to housing and benefits for refugees
- Respect confidentiality
- Adhere to RSD Volunteers Code of Conduct, Safeguarding, EDI, Confidentiality Policies (GDPR and data Protection) and Boundaries guidelines, grievance, Lone working and Grievance Policies
- Embed the values of our organisation when working with clients
- Demonstrate interest in learning about refugees and asylum seekers related matters and systems
- Letting relevant staff members know as soon as possible, if not able to come to volunteer
- A kind, encouraging, respectful and positive attitude is required at all times.
- We believe in people's rights to freedom of movement and we require our volunteers to adhere to this principle.

What to expect from Refugee Support Devon Manager:

- Induction and training
- Continuous training
- Opportunities to share feedback
- Regular group and 1:1 supervision and consultation
- Job references

STARTING DATE FOR THIS ROLE: FIRST WEEK OF OCTOBER 2026