



Refugee Support
Devon

Volunteer Job Description – Immigration Advice Clinic Administrative Assistant

Volunteer Role: Immigration Advice Clinic Administrative Assistant

Project: Immigration Advice Clinic

Report to: Immigration Advice Manager, Alex Goodman

Contact: 07498 723345 (Tuesdays - Thursdays), or alex@refugeesupportdevon.org.uk

Location: Refugee Support Devon Office @ Exeter Community Centre, 17 St David's Hill, Exeter, EX4 3RG

Time commitment: 2 hours a week, ideally on a Thursday morning, 10am-12pm (alternatively on a Tuesday morning 10am-12pm).

Project description:

Refugee Support Devon (RSD) is a welcoming, inclusive charity that supports refugees and people seeking asylum across Devon. We provide practical assistance, advocacy, and opportunities for connection and wellbeing, working alongside individuals and families to help reduce isolation and promote dignity, independence, and community integration.

RSD has been accredited by the Immigration Advice Authority (IAA -previously OISC) to provide free asylum and immigration advice since 2018. The service is only available to refugees and asylum seekers living in Devon, or those with vulnerable migrant backgrounds. We assess means in deciding whether or not to take on cases.

Our Immigration Advice team consists of trained and accredited volunteers (currently one at Level 1 and three at Level 2), led by our Immigration Advice Manager, Alex. We are part of the Justice Together Initiative, South West Immigration Alliance and receive formal supervision, peer support and training opportunities through this project.

We support clients with applications on the Family and Private Life routes. When we don't have capacity for assisting clients, or don't have the specialist legal knowledge, we make referrals to Solicitors and Legal Aid providers. We provide legal support for those seeking asylum and work hard to find them Legal Aid Representation to take on their initial asylum claims, appeals and fresh claims.

Role description – Administrative Assistant:

The Immigration Advice Clinic Administrative Assistant Volunteer supports our Immigration Clinic's work by assisting with administrative-related tasks. This role helps ensure information and documentation required in the process of immigration application submissions is accurately

gathered and submitted, and the finding of Legal Aid representation for asylum seeking clients is as effective as possible.

Key responsibilities:

- Assisting the team with the collation, and confidential storage of, documents (paper and electronic) required for immigration applications the team are making.
- Assisting with the uploading of documents on the UKVI associated on-line portals as part of the application process.
- Assisting with gathering of information and documentation for seeking Legally Aid representation for asylum seeking clients. Seeking out, and corresponding with, potential representatives over the taking on of clients.
- Liaison with clients (emails and over the telephone) over document and information collection.
- Liaison with referring agencies over documents and information.
- To work collaboratively with the manager and the rest of the team with the aim of ensuring the smooth running of the service, offering the clients the best possible support with their immigration matters.

Skills & Qualities:

- Organised, reliable, and detail-oriented
- Comfortable using computers and basic IT systems (e.g. email, on-line portals)
- Willingness to learn new systems and processes
- Good communication skills
- Able to work independently and manage tasks responsibly
- Respectful, discreet, and mindful when handling confidential information
- Interest in supporting refugees, asylum seekers, and community-based work

What Volunteers Gain:

- Experience in charity administration
- Development of transferable administrative and organisational skills
- Insight into refugee and asylum support services in Devon
- A meaningful way to support a local charity's impact

- Meet and connect with likeminded volunteers and community members
- Training, supervision, and ongoing support from RSD staff

What we expect from volunteers:

- Honest and clear communication with RSD staff
- Letting relevant staff members know as soon as possible, if not able to come to volunteer
- 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

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