



Refugee Support
Devon

Outreach Volunteer Job Description

Volunteer Role: Outreach Volunteer at Initial Accommodation (IA)

Project: Outreach

Time commitment: Thursday 12pm - 5pm

Project description: Outreach

We are supporting asylum seekers who arrive in the UK. The aim is to welcome them to the UK and support them to settle and integrate in the community.

Our support starts when they arrive to the IA hotel, where RSD outreach team:

- Welcomes new residents
- Introduces the team and the work RSD does
- Register new residents
- Assesses their needs
- Provides relevant signposting to healthcare, education, childcare services
- Supports them in understanding their rights, navigating the asylum system and refer to other relevant legal services (legal aid organisations, RSD immigration team, etc.)
- Supports digital access (through distribution of sim cards, mobile phones)
- Assists in accessing Migrant help to apply for ARC / Aspen / S95

RSD Outreach team also coordinates and delivers donation to residents at the hotel (clothes, shoes, toys, toiletries', books, sanitary ware, stationery, babies' clothes, babies prams)

- We also deliver and coordinate events and activities in and outside the hotel (ie. Farm trips, cooking classes, half term kids' activities)
- Support clients to integrate with the community and bring good skills to the community by encouraging them to find voluntary work.
- Most importantly we listen to their needs and their feedback so that we ensure a person-centred service.

Role description:

- Add and update the profiles for all clients on LL
- Help the new arrivals to complete the welcome pack and the consent sheet
- Read their letters and help them to understand it
- Help with donation collections and charity day
- Support clients at the hotel by listening to them and provide the better advice
- Signpost them to other professional services to support them

What we expect from volunteers:**Commitment of at least 1 year**

- 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
- Attend relevant training (some mandatory, i.e. safeguarding and boundaries) and team meeting (approx. 1 hour every other month)
- Adhere to RSD Volunteers Code of Conduct, Safeguarding, EDI, Confidentiality Policies (GDPR and data Protection) and Boundaries policy, grievance, Lone working and Grievance Policies
- Good communication with your project lead
- Provide feedback to your line manager

What to expect from Refugee Support Devon Managers:

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