

**Casework Volunteer**

**1 day per week on Tuesdays**

**Deadline: Friday 27 September 2019, by 5pm**

Room to Heal is a human rights charity and therapeutic community based in London. We support refugees and asylum seekers who have survived torture, trafficking and other gross human rights abuses to rebuild their lives in exile through an integrated programme of therapeutic and casework assistance. At the heart of our work lies the cultivation of community, through which our members can restore meaningful relationships with themselves and others, overcoming the legacy of their traumatic experiences. We support over 100 members from 30 different countries.

**About the role**

We are looking for a volunteer to support our casework team 1 day per week, on Tuesdays. This role will entail supporting our members in the provision of information, advice and advocacy. You will be working directly with members, so it is essential that you are prepared for a frontline position in which you will be supporting people in distress who are facing a difficult, often prohibitive immigration system. In this role, you will be advocating on behalf of members or supporting them to communicate with legal representatives, medical professionals or third party organisations. You will receive training and materials from our caseworkers, and will be working closely with them.

Tuesdays are the busiest days for our community – being the day that our members attend for group therapy, a community lunch and afternoon activities. We are looking for a volunteer to support us throughout the day, assisting our members resolve immediate casework needs and queries following our community lunch.

**Main tasks**

* Carry out research relating to our casework remit in order to support Room to Heal members access further opportunities
* Carry out casework with Room to Heal members pertaining to education and employment; access to healthcare; destitution and housing; welfare and benefits; and immigration and asylum support
* Arrange appointments with members as needed
* Follow up on casework appointments, which might entail liaising with solicitors and medical professionals, or other third party organisations
* Keep accurate records of all casework undertaken
* Draft letters of support for members
* Encourage, support and empower members to undertake their own casework where possible
* Remain abreast of changes in immigration and civil law, including changes to legal aid and statutory benefits
* Attend staff meeting on Tuesday mornings
* Occasionally carry out admin tasks as needed
* Support the community with the organisation of the lunch and activities as needed

**Person Specification**

***Essential***

* Significant interest and/or experience in working in a community setting
* Understanding of the hostile environment policies and their impact on survivors of torture and organised violence
* Experience of working with refugees and asylum seekers
* Knowledge of the UK and EU asylum and immigration process
* Ability to demonstrate sensitivity when working with members
* Knowledge of statutory rights
* Commitment to supporting and empowering members in accessing their rights and forging an independent life in the UK
* Ability to work to deadlines and manage a number of competing demands
* Computer literacy
* Ability to take initiative and work independently
* Excellent written and spoken English

***Desirable***

* Experience of undertaking casework (liaising with legal and medical professionals, making referrals)
* Experience of advocacy work with asylum seekers and refugees
* Experience working with survivors of torture, trafficking and organised violence
* Ability to maintain enthusiasm for a high level of contact with clients
* Experience of establishing and maintaining professional boundaries
* Experience of closely working as a small team
* Knowledge of communities and service providers dedicated to supporting migrants

***Requirements***

* To undergo a DBS check, unless you already have one dated within the past 6 months.
* A minimum commitment of 6 months
* To adhere to the General Data Protection Regulation 2018 and Room to Heal’s confidentiality policy at all times.

**What we can offer**

* Valuable casework experience and the opportunity to access training
* Monthly supervision with an external therapist (on Tuesdays)
* Travel reimbursed (up to £5 per day)

**How to apply**

Please send a cover letter outlining how you meet the person specification for this role and explain why you are interested in volunteering at Room to Heal to [anna@roomtoheal.org](mailto:anna@roomtoheal.org). The deadline for this role is **Friday 27 September 2019 by 5pm.**