



Casework Volunteer

1 day per week (preferably Friday)

Minimum 6 month role

Room to Heal is a human rights charity and therapeutic community based in London. We support refugees and people seeking asylum 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 (preferably on Fridays). 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. You will assist the caseworkers in a wide variety of casework-related tasks, such as applying for grants and other destitution support and researching education opportunities. In this role, you may be asked to advocate on behalf of members or support them to communicate with support services e.g. Universal Credit, colleges, medical professionals etc. You will receive training and materials from our caseworkers, and will be working closely with them.

We have a mixture of remote and office-based working styles and (preferences can be discussed at the interview stage). You will be provided with a laptop and phone for this role.

Main tasks

- Applying for destitution grants for members
- 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
- Follow up on casework appointments, which might entail liaising with colleges, medical professional, or other third party organisations, as per agreed with caseworker
- 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

- Attend staff meetings depending on availability
- Occasionally carry out admin tasks as needed
- Support with organising and attending community gatherings at Culpeper Community Garden on Friday afternoons (if volunteering on this day)

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
- Basic knowledge of the UK asylum and immigration process
- Ability to demonstrate sensitivity when working with members
- Knowledge of basic 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 people seeking asylum 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 (available on Tuesdays only)
- Travel reimbursed (up to £5 per day)
- Laptop and / or telephone for working remotely

How to apply

Please send a CV and 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 Elli, elli.free@roomtoheal.org or if you want to talk it through call Elli on **07515 461745** (working days Tuesday-Friday)