

# VOLUNTEER TASK DESCRIPTION

## Employment Support Volunteer

- Location:** Remote on Zoom
- Time commitment:** Up to 2 half-days a week Monday – Friday, 10:00 – 13:00 (Hours can be flexible according to the demands of the project). We would like all volunteers who join as a Refugee Integration Advice Volunteer to join with the intention of staying for at least 6 months.
- Responsible to:** IKEA Employment Co-ordinator
- Main role:** To assist Refugee Council's IKEA UPPNA & PROFESSIONALS project team to deliver employability skills training for refugee clients, in preparation for their IKEA work placement.

### The Organisation

Founded in 1951, the Refugee Council exists to support people who come to the UK in need of safety and our purpose is to advocate with them for compassion, fairness and kindness. We achieve this by providing expert advice and casework, building the capacity of refugee community organisations, and working with allies across society to change government policy.

The Refugee Council is one of the leading organisations in the UK working with refugees and people seeking asylum. We not only give help and support, but also work with clients to ensure their needs and concerns are voiced and addressed. Volunteers are a key part of many of the services that support our clients and work alongside paid staff across the organisation.

Our vision is that people seeking asylum and refugees are welcome to live safe and fulfilling lives contributing to the UK has never been more urgent and needed. Today 21.3 million refugees and 89.3 million displaced people around the world need of safety, dignity and welcome. We are determined to secure public and government support for safe routes for all people seeking protection through the creation of a fair, effective and compassionate refugee protection system.

Now is an excellent time to join the Refugee Council. Our [strategy](#) sets an ambitious new direction which will see us defend refugee protection in the UK against the Government's corrosive plans with refugees and like-minded allies, united in our desire to create a just, fair and humane refugee protection system. It will also see us delivering direct services that improve people's refugee protection journey through targeted advice and casework and strengthening and connecting Refugee Community Organisations with other service providers and advocates.

### Our Values

Our values underpin everything we do:

- **Inclusive:** We are inclusive. We work with - not for - refugees and people seeking asylum, so they have an equal voice, co-producing projects and ensuring their expertise and experiences are at the heart of what we do.
- **Collaborative:** We are collaborative. Working with others is a priority in order to have the collective impact that is vital to achieve policy and practice reform.
- **Courageous:** We speak out when we see injustice, cruelty and unfairness. We always stand up for what we believe is the right thing to do to transform the experiences of those seeking protection in our country.
- **Respectful:** We are respectful of all those we interact with. We treat everyone – our staff, volunteers, beneficiaries, partners and people we disagree with – with the same respect, professionalism and understanding.

### About IKEA UPPNA & PROFESSIONALS

The Refugee Council and IKEA are working in partnership to help refugees to apply for jobs with IKEA and in the wider labour market. Successful clients who attend our employability skills training course have the opportunity to interview for

a paid 8-week work placement at their local IKEA store. Those who complete the work placement successfully can apply for permanent roles at IKEA as internal applicants.

### **The volunteer role**

Volunteers will have the opportunity to support our IKEA UPPNA & PROFESSIONALS project team during the remote employability skills training courses by carrying out the main task of their role.

### **Specifically, the volunteer role includes:**

- Encourage clients to engage with the online sessions and support them to get the most out of the course
- Support the IKEA Employment Co-ordinator in preparing and delivering the course
- Assist the project team by facilitating break out room discussions and assist with activities
- Support individuals or groups of clients to participate in and complete employability skills-based group work
- Support other volunteers to engage with and facilitate the activities
- Help clients who need extra support to complete tasks
- Assist with monitoring and recording attendance and engagement
- Report any matters of concern about clients, staff or other volunteers to the Volunteer coordinator in a timely and professional manner

### **Useful skills and experience**

- Experience of delivering groups sessions/teaching/training helpful but not essential
- A good level of spoken and written English and listening skills.
- Confident and creative in interacting with people who speak English as a second language and/or with low level English language skills.
- Ability to work with colleagues and clients from different cultural backgrounds.
- Ability to establish and maintain professional boundaries.
- A commitment and interest in supporting refugees in employment and educational access.
- Some understanding of the barriers issues faced by refugees in the UK in accessing learning, or a willingness to improve current knowledge.
- Experience of working one-on-one or small groups of clients who might need additional help.
- An appreciation of the importance of confidentiality and data protection

**This role is subject to a satisfactory basic level Disclosure and Barring Service check. Repeat checks are initiated every two years.**

### **Skills and experience to be gained from the role**

- Volunteers will have the opportunity to shadow our IKEA Employability Co-ordinator and gain practical experience by providing one-on-one and small group support to clients.
- Volunteers will have the opportunity to strengthen skills in supporting individuals with a wide range of skill levels, native languages, and cultural backgrounds.
- Volunteers will work with a changing group of clients and colleagues, providing the opportunity to develop interpersonal skills in communication and rapport-building.
- Volunteers will gain an increased understanding of the issues faced by refugees in the UK.
- Volunteers will be supporting refugees to help them integrate into the UK. This experience is invaluable to our clients and makes a real difference to their lives.
- We would be more than happy to provide references to volunteers.
- We would be more than happy to provide CV support, personal and professional development.

### **How we support our volunteers**

Volunteers are valued members of our teams and we provide them with support and development opportunities. Volunteers will receive regular planned support sessions with their supervisors.

Refugee Council allows volunteers to attend our professional training courses when possible, free of charge. Training will be discussed with you during support sessions with your supervisor.

Through sponsorship from the Marsh Trust, Refugee Council also provides volunteers with the opportunity to design and set-up a new service for new clients. There will be an opportunity to discuss this with your supervisor.

Volunteer roles are unpaid, but we can reimburse volunteers for lunch and travel costs. (Unfortunately our limited budget only allows for local travelling costs.)

### **Unanswered questions?**

For more information contact Shana de Silva on 07392 866351

Email: [Shana.desilva@refugeecouncil.org.uk](mailto:Shana.desilva@refugeecouncil.org.uk)

## **ADDITIONAL INFORMATION**

### **Health & Safety**

The volunteer is responsible for:

Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.

Becoming familiar with the Refugee Council's Health & Safety Policy and procedures including lone working, boundaries and evacuation procedures at your workplace.

With support from your supervisor, carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.

### **Equal Opportunities Statement**

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee or volunteer is discriminated against on the basis of sex, race, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.