



SUPPORT AND EMPOWER VOLUNTEER ROLE

Monitoring and Case Study volunteers will provide valuable assistance, helping us to provide evidence of the work we do, the difference we make, and the challenges faced by our clients. This has the potential to help us secure future funding and also to influence policy change at a local and national level.

AS A MONITORING AND CASE STUDY VOLUNTEER YOU WILL:-

Be responsible for collecting data and evidence of both the work we do and the issues faced by our clients. This can be focused on qualitative data (case studies, client and volunteer feedback), quantitative (collating and presenting statistics and figures) or both.

Qualitative monitoring tasks

Contact clients after conclusion of a case to get their perspective on how their case went and how they felt about the service they received.

Write up case studies on cases that best reflect the work we do for us to use on our website, social media, in annual reports, for funders and in other forums where we need to showcase the work we do.

Present client feedback for our internal monitoring and evaluation.

Quantitative Monitoring Tasks

Data analysis from outreach service: analysing numbers of people helped, demographics and matters people are requesting help with. Presenting this data in graphs and charts to be easily read in annual reports etc.

Data collection and presentation for influencing

There is also potential for the monitoring volunteer to get involved in gathering evidence of the issues faced by clients that can help with campaigning, or potential legal challenges. Volunteers can make a valuable contribution to the gathering of evidence with a view to influencing change in the system in which asylum seekers find themselves.

TIME COMMITMENT

An average of 1-2 hours per week. The time commitment may vary as some projects will be more time-intensive than others.

We ask all our volunteers to commit to volunteering for a minimum of six months.

WE NEED PEOPLE WHO:-

- Are passionate about supporting people in the asylum process
- Are reliable
- Are well organised
- Have a good level of English
- Have strong IT skills
- Work well in a team

ADDITIONAL FOR ASSISTING WITH QUANTITATIVE DATA

- An interest in data analysis
- Some skill in presenting data

ADDITIONAL FOR ASSISTING WITH QUALITATIVE MONITORING

- A good listener with an interest in people's stories
- Strong written communication in English

HOW YOU WILL BE SUPPORTED IN THIS ROLE

Supervision will be provided by the Volunteer Manager, including identifying any training needs or development interests

Support in your tasks will be offered from the casework and admin team, including identifying tasks for you to do and logistical support

Induction and basic training offered at the start of volunteering

We will try to arrange external training if needed to develop specialist skills for the role

Wellbeing support is provided by the Volunteer Manager with potential for connection to other services if needed

Employability support and references will be provided after a minimum of six months volunteering