



SUPPORT AND EMPOWER VOLUNTEER ROLE

Support and Empower (SAE) Volunteers are a valuable source of additional support to our most vulnerable clients. They provide a friendly face and informal support alongside the legal assistance offered by our caseworkers. They provide a regular link to the project and can also help clients access nonlegal services from other agencies. They provide support while a case is ongoing and after a decision, whether positive or negative. When needed, they will accompany clients to appointments at other services and help clients to navigate the services they need.

The idea is to provide support in order to make the legal process less daunting for clients who might otherwise feel alone in a confusing and sometimes hostile system. This can mean offering more support as clients come into contact with the Home Office and Courts system through reporting, submitting evidence or attending their appeal.

There is a robust training programme to help prepare volunteers for this key role in the support of our clients.

AS A SUPPORT AND EMPOWER (SAE) VOLUNTEER YOU WILL:-

- Keep in regular contact with clients by phone so that they feel connected to the organisation and aren't left wondering what's happening with their case in times of low legal activity.
- Meet with clients before and/or after their appointments with a caseworker to offer support as needed.
- Discuss with the client and caseworker any additional support and services needed by the client and help put the client in touch with those services.
- Sit in on appointments with the client if this is what the client wants.
- Make calls to other agencies on the client's behalf and accompany clients to appointments as needed.
- Offer emotional support if a client is distressed or anxious before or after an appointment.

- If needed and appropriate, offer support through phone calls when clients report at the Home Office.
- Offer support around a court hearing for appeal clients.

HOW YOU WILL BE SUPPORTED IN THIS ROLE

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

Induction and basic training offered at the start of volunteering

A basic mobile phone will be provided for making calls to clients which will need to be returned to the project at the end 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

WE NEED PEOPLE WHO ARE:-

- Reliable
- Friendly
- Approachable
- Passionate about supporting people in the asylum process
- Empathic
- Good listeners
- Have a good understanding of confidentiality
- Are able to maintain good boundaries and have good self awareness
- Are able to keep written records of contacts with clients
- Willing to work within MBP's Code of Conduct, Safeguarding and Equality policies and other relevant policies
- Able to recognise when they need support and ask for it

WE WOULD ALSO VALUE THE FOLLOWING QUALITIES / EXPERIENCE, BUT THEY ARE NOT ESSENTIAL:-

- Lived experience of the asylum system
- A working understanding of the UK asylum system
- Knowledge of services offered in Leeds
- A working understanding of Safeguarding
- Active listening skills
- Experience of a support role with vulnerable people
- Experience of liaising with services on behalf of vulnerable / excluded people and encouraging self-advocacy

- Knowledge of a language spoken by people seeking asylum