



TRIAGE VOLUNTEER ROLE

Triage Volunteers perform a vital role within Manuel Bravo Project's outreach service. When people are referred to the service, their first contact will be with a Triage Volunteer who will speak to them on the phone to find out what type and level of advice and assistance they need.

The purpose of triage is to:

1. Book the client in with a Caseworker who is accredited at the appropriate level for client's query.
2. Confirm the information in the referral form is accurate, particularly contact information.
3. Highlight any interpreting needs if not apparent from the referral form.
4. Assess the suitability for a remote or in-person appointment.
5. Signpost to other services outside Manuel Bravo Project as needed.
6. Signpost potential in-house casework directly to the appropriate team, avoiding the need for outreach where possible.
7. Directing the client on what further information/documents it would be helpful to provide in advance of the session with a Caseworker.
8. Obtaining relevant monitoring information. It is not the purpose of triage to provide any legal advice or indication of the client's options.

The role and process of triage will be regularly reviewed to ensure that it is not duplicating work elsewhere in the process.

The volunteer will have written guidance to help them assess the level of advice and what they need to cover in the call.

AS A TRIAGE VOLUNTEER YOU WILL:-

- Receive a list of potential clients for outreach from the Outreach Coordinator.
- Call each client on the list from a phone provided by Manuel Bravo Project. This can be done from the Manuel Bravo Project office or from home. This will be arranged with each volunteer.
- Talk to the client in a friendly and welcoming way, remembering that you may be the first person to contact them from MBP.

- Check that the information on the client's referral form is correct.
- Ask for clarification or further information as needed.
- Advise the clients on what documents they should bring to their appointment where possible.
- Record all details on the Triaging system.
- Assess whether the matter is something Manuel Bravo Project caseworkers can assist with, and the OISC level of casework required. Volunteers will be provided with written information to help them assess this.
- Offer signposting or referral to other agencies if MBP cannot help. The volunteer will be provided with referral and signposting information.
- If MBP can help, the volunteer will book the client in for an outreach appointment.
- Explain the format of the outreach appointment to the client, whether it is in person, via Zoom or by phone, and check whether they have any accessibility issues regarding the format of the appointment.
- Keep all details disclosed by clients confidential and not share any information outside Manuel Bravo Project.

TIME COMMITMENT

3 hours weekly or fortnightly (depending on availability) on Mondays or Tuesdays.

We need all our volunteers to commit to volunteering for a minimum of six months. A year is preferable, especially for skilled roles, so we ask applicants for this role to try to commit for a year minimum.

WE NEED PEOPLE WHO:-

- Are reliable
- Are friendly
- Are approachable
- Are passionate about supporting people in the asylum process
- Are empathic
- Are confident communicating to people without a shared first language, and able to communicate over the phone, sometimes with a poor line
- Have basic IT skills (ability to use Microsoft Office applications including outlook and Teams, or willing and able to learn)
- Have a good understanding of confidentiality
- Have some relevant experience, training or knowledge related to the immigration system or advice services (relevant experience would include previous experience in an advice setting,

experience supporting migrants, lived experience of the immigration or asylum system, previous legal experience and training, previous advice or triage experience)

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 mainly by the Outreach Coordinator, including identifying tasks for you to do and logistical support

Induction and basic training offered at the start of volunteering

A basic mobile phone will be provided for making triage calls 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