

Refugee & Migrant Centre Volunteer Pack

Thank you for your interest in volunteering with us – This pack will give you information on our roles, what we require and how to apply. To find out about our current needs, please see our website.

**About RMC:**

The Refugee and Migrant Centre provides a safe, welcoming environment and so much more to over 4700 asylum seekers, refugees, EU migrants and migrants from more established minority ethnic groups across the Black Country and Birmingham every year.

 RMC are an award winning charity providing support, casework/advice and guidance to some of the most vulnerable individuals and families in our society.

To ensure they provide the best possible service to their clients, RMC work holistically and the intervention offered is personalised to the individual’s needs.

Their highly skilled and diverse staff team provide OISC Levels 1 & 2 Immigration, Employment, Education, Welfare, ESOL, Health, Housing/Homelessness/Destitution and Citizenship advice/casework and support. The staff and volunteers speak over 40 languages; RMC aim to ensure they make the first and every contact count.

**Volunteering with RMC:**

At RMC we value the contribution of our volunteers and will do the best we can to make your volunteer experience with us, enjoyable and rewarding. Volunteering at the Refugee and Migrant Centre offers you a unique experience to work with refugees, asylum seekers and migrants in a relaxed yet professional environment. Not only will you have the opportunity to make a signification contribution to the service that we offer, but as a volunteer you will also have the opportunity to develop your own skills and knowledge. Many of our volunteers have either gone on to become paid staff members with RMC or used their new skills to access other rewarding job opportunities.

**You will have the chance to:**

* Develop key employability skills
* Receive personalised supervision and support sessions
* Volunteer within a diverse team
* Experience working with new arrival communities
* Access progressive induction and training
* Work in a varied environment

**Our volunteer roles:**

* **Advisor Volunteer** – Our advisor volunteers assist with a range of support to clients that come in. After a shadowing period, in which you will observe a caseworker, you will be supporting clients to complete forms, documents and applications. Alongside this, making calls, updating client records, signposting and general office admin. *(Available in Wolverhampton, Birmingham and Walsall)*
* **Health Volunteer** – Health Volunteers assist clients to access healthcare and ensure people are aware and signposted to services they are entitles to. From completing needs assessments to outline what support someone may need, to filling in application form and signposting, this team works with a very holistic approach. Alongside this, there are several projects running to help with, such as a wellbeing course, a coffee morning, new arrival workshops and more. *(Available in Wolverhampton)*
* **Employment volunteer –** Our Employment team work with a range of service users to help people back into work. This includes creating CV’s, assisting with job applications and job matching services. Alongside this working towards building key skills and highlighting those to ensure the client is ready and capable for the job. (Available in Wolverhampton, Birmingham and Walsall)
* **Education Volunteer –** We have several classes that take place at RMC, most of which are supported, or lead by volunteers. Our Education volunteers will help to run non-accredited ESOL classes, one-to-one informal English support, Computer classes, Life in the UK classes and more. You do not have to be able to teach them all, but would be able to lead, or assist in one of the classes. *(Available in Wolverhampton and Walsall)*
* **Reception & Admin volunteers** – Our receptionists are the first face people will see when they come to RMC and is a key role within the organisation. They will register each client that arrives on our systems, deal with enquires, answer calls and pass on any relevant calls and messages. Alongside this, the admin team will update our client files, work on our database to upload information and assist with filing. *(Available in Wolverhampton, Birmingham and Walsall)*
* **Volunteer Interpreters** – Our clients speak a wide range of languages, and our interpreting team support our other teams to enable people access to our services. Our interpreters work alongside our health and casework team to translate important information to ensure clients are correctly advised and supported. *(Available in Wolverhampton, Birmingham and Walsall)*
* **Outreach Volunteer** – Within our Syrian resettlement programme, our outreach volunteers assist the Syrian families to attend appointments, meetings and adjust to a new city. It will be important to build a rapport with the families to help with their integration and to be able to keep good records of the support we have given. *(Available in Wolverhampton and Walsall)*

**Some of our roles have specific requirements, but for all of our roles, we require:**

* Acceptance of equal opportunities
* Willingness to learn
* Basic computer skills
* A friendly and approachable personality
* A good level of English
* A minimum 1 day per week commitment

Volunteer Interest Form

Email Address:



Office use only:

|  |  |  |
| --- | --- | --- |
| **Date received:** | **Interview:** | **Induction:** |
|  |  |  |

Full Name:

**Area able to work:** Wolverhampton/Birmingham/Walsall

Date of Birth:

Volunteer position(s) applied for:

Phone Number:

**Any previous convictions that would cause issue if we need to complete a DBS check?**  Yes/No

**2. What skills would you like to share/experience would you bring?** *(Please use additional sheet if you would like to write more)*

**1. Why would you like to volunteer with RMC?**

Address:

**Availability:**

We ask volunteers for a **minimum one-day commitment**, which day(s) are you able to volunteer?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday |
| 9:00am – 1:00pm |  |  |  |  |  |
| 2:00pm –  5:00pm |  |  |  |  |  |

**Do you know anyone who works or volunteers at RMC?** Yes/No If yes, please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Languages:**

We work with people who speak many different languages.  Please note any language you speak other than English, and how well. 1=Fluent 2=Basic 3=Some Knowledge

|  |  |  |
| --- | --- | --- |
| Language | Spoken ability | Written ability |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

*If yes, it may not prevent you from volunteering but we are likely to need to ask additional questions*

**Have you ever been a client with RMC?** Yes/No

**Signed:** **Print Name:**

**Date:**

I confirm that the information I have provided is a true representation. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

I agree to this information and any future additional information being processed and held by RMC for the purposes of maintaining a volunteer database and for monitoring. More information about your rights about the data we hold can be seen here.[**http://www.rmcentre.org.uk/about-us**](http://www.rmcentre.org.uk/about-us)**.** The volunteer manager can provide you with a printed version of this if you prefer.

  ***Thank you for completing this form.***

**How to apply:**

**Our volunteer recruitment process is as follows:**

1. Complete an interest form and email to the following –

Volunteer and Training Manager: [claire@rmcentre.org.uk](mailto:claire@rmcentre.org.uk)

Wolverhampton advice / casework / reception or admin: [sue@rmcentre.org.uk](mailto:sue@rmcentre.org.uk)

ESOL, Life in the UK or digital skills: [steven@rmcentre.org.uk](mailto:steven@rmcentre.org.uk)

Walsall office and resettlement projects: [sandra@rmcentre.org.uk](mailto:sandra@rmcentre.org.uk)

Birmingham office: [karzan@rmcentre.org.uk](mailto:karzan@rmcentre.org.uk)

Health work: [mandy@rmcentre.org.uk](mailto:mandy@rmcentre.org.uk)

or post/hand it in to one of our offices.

1. You may then be asked for a phone interview so we can find a little more information over the phone.
2. We will then ask you to come to our office for an interview and to show you more about the work we do, this will take place at the office you are requesting to volunteer at. At this point, we will also ask you to provide references and complete an Equal opportunities form.
3. If successful, we will invite you to a volunteer induction which covers our essential information before you can begin volunteering with us.
4. Many of our roles have a period of shadowing our staff or experienced volunteers who will help train you before you begin to take on your own workload.

We welcome applications at any time, but to see what roles we are currently recruiting for, please see our website. For other applications, we are likely to have to add you to our waiting list for when opportunities do come up.

If you are unsuccessful, we will add you to our active waiting list for when opportunities are available, and where possible, signpost you to alternative volunteer places nearby.

**If you have any difficulties completing the application process, please let us know and where possible, we will make reasonable adjustments to ensure our process is inclusive to all.**