



Volunteer Role Description: Casework Volunteer

Background

The ASSIST Casework Team provides both remote and face-to-face casework support for ASSIST clients. The Casework Team works alongside our Accommodation team and other ASSIST teams to provide crucial support with clients' health, housing, financial and immigration needs.

We are actively recruiting a diverse team of volunteers, from a broad range of backgrounds and life experiences. If you have lived experience of the asylum system or migration, and do not meet all of the below criteria, we encourage you to apply. We can support and train you during the role to gain the necessary skills.

Role Purpose

- To provide casework support in an empowering and efficient manner
- To work with a small caseload of clients and/or carry out light touch casework for all our clients on an ad-hoc basis
- To identify safeguarding needs and refer to the Client Support Staff team.
- To assess which stage of the ASSIST Support Process clients are in (Stabilise, Future Planning, Moving On)
- To work in collaboration with the Client Support Staff as we test, trial and develop new ways of providing casework support based on client feedback
- To model anti-oppressive behaviour

Tasks

- To provide immediate, face-to-face casework support such as health advocacy, signposting and referrals to other agencies
- To complete follow up casework tasks online and by phone
- To assist in the assessment and allocation of clients into support stages
- To provide wellbeing phone calls & face to face support to clients needing more intensive support
- To maintain rigorous records on our database
- To help keep referral & signposting information up to date and share this with clients
- To assist with monitoring and evaluation of impact

Skills/Experience you need

- Ability to use and maintain accurate records on a database
- Ability to maintain a professional boundary, whilst offering meaningful support
- Self awareness and confidence in one-to-one settings

- Understanding of, and willingness to work with, diversity and cultural difference
- Ability to work on your own and as part of a team, participating in the decision making process with the Client Support Service team
- Previous casework or similar experience is an advantage
- Ability to speak a community language is an advantage

What you can gain from the role

- Working in a dynamic and supportive team environment
- Contemporary experience of casework, relevant to a range of careers in the refugee and advocacy sectors
- Peer learning and skills exchange via weekly team check ins
- Understanding of local refugee organisations and services
- On-going training relevant to the role, such as trauma informed practice

Essential Training Provided

- Introduction to ASSIST and the Asylum Process
- Safeguarding and Boundaries
- Confidentiality and Data Protection
- ASSIST casework training
- Use of CIVI database

Time commitment:

- One half a day weekly
- Weekly debriefs and termly one hour group supervisions
- Occasional ongoing additional training e.g. anti-trafficking training
- 9 month minimum time commitment.

We are looking for up to four Caseworkers to volunteer weekly on either Tuesday or Thursday between 9.30am - 1pm


Location: ASSIST Offices at Victoria Hall Methodist Church, Norfolk St, Sheffield S1 2JB

Resources: You will be provided with access to ASSIST mobile phones and laptops for this role. We cover travel expenses and other ad-hoc essential costs related to your volunteer role.

ASSIST team: This role is part of the Client Support Service, managed by the Casework Coordinator.

Any Questions?

If you would like a chat about our roles or have questions, contact Leah, our Volunteer and Community Outreach Coordinator:

 07422655683

 volunteer@assistsheffield.org.uk

To apply, head to our website:

<https://www.assistsheffield.org.uk/content/volunteer-us>