Statelessness Project

Referrals Volunteer

Coordinator

Ideal time commitment: 5-10 hours per week (flexible)

Reports to: Project Supervisor / Director of Asylum Aid

Location: Remote

# About Asylum Aid

Asylum Aid is, and has long been, a leader in the Immigration and NGO sector: providing high-level legal support to ensure the protection of vulnerable refugees, asylum seekers and migrants. Now, in its 30th year of providing high quality legal and welfare support - our services are needed more than ever.

The Helen Bamber Foundation is a pioneering Human Rights charity supporting refugees and asylum seekers who are the survivors of trafficking and torture, including gender-based and ‘honour-based’ violence. Recognising the complexity of each client’s suffering and needs, the Foundation offers specialist services within a Model of Integrated Care encompassing: therapy; medical advice; legal protection; counter-trafficking support; housing and welfare advice; and community and integration.

Since August 2020, Helen Bamber Foundation and Asylum Aid have combined efforts to support the vulnerable asylum seekers and refugees who need us the most, operating as two separate entities joined under a group structure, known as the Helen Bamber Foundation Group.

# About the role

This role is an opportunity to contribute to the work of our innovative statelessness pro bono project by triaging referrals and coordinating our waiting list. We receive many enquiries about statelessness and before accepting a referral to the project, we carefully consider each case to ensure that an application under the statelessness procedure is the right route for the individual concerned. This ensures that clients are redirected to alternative sources of advice if more appropriate, and that our resources are prioritised towards assisting those for whom the statelessness procedure is likely to lead to settlement. The volunteer will also assist potential clients to gather relevant documents and information while waiting to be allocated.

# Main tasks and activities

* Monitoring the Asylum Aid statelessness inbox for enquiries and providing our referral form for completion
* Reviewing completed referral forms and seeking further information to identify indicators of statelessness
* Providing basic initial advice about the statelessness procedure and the work of the Asylum Aid statelessness project
* Assisting potential clients to obtain copies of their Home Office files and other relevant documents and obtaining consent to share information with pro bono partners
* Maintaining a waiting list and liaising with the Asylum Aid Project supervisor/ Director of Asylum Aid to allocate cases to caseworkers and firms
* Providing signposting information and assisting with referrals where statelessness is not the appropriate route.

# Skills and experience needed

* Understanding of, and commitment to, the objectives of Asylum Aid;
* Understanding of the Statelessness Determination Procedure including Part 14 of the Immigration Rules and ideally experience of assisting in a statelessness application
* A demonstrable empathy for our vulnerable clients, including former asylum seekers, refugees and survivors of torture and trafficking;
* Punctual, reliable and self-motivated with a positive, ’can-do’ attitude;
* Basic understanding of the challenges facing our clients and of the UK asylum system
* High degree of accuracy and attention to detail
* Experience of working with spreadsheet computer programs (e.g. Excel) and databases
* Confidence with IT skills
* Excellent organisational skills
* Strong communication skills – written, verbally on the phone and face-to-face
* Ability to work well as part of a team and form effective working relationships
* Understanding of the importance of confidentiality and respect for client confidentiality
* Ability to complete tasks independently once given a clear brief

# What you will get out of the role:

* Greater understanding of the experiences of asylum seekers and refugees;
* Increased understanding of the UK asylum system and the statelessness determination procedure;
* Experience of assessing potential cases, obtaining key documents and empowering clients to take basic steps themselves while waiting for advice;
* Greater understanding of alternative routes for clients who are potentially stateless.

# Equal Opportunities

The Helen Bamber Foundation and Asylum Aid are an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates as we are keen to make sure that our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in at every level within the organisation. We particularly welcome applications from those with Black, Asian and Minority Ethnic backgrounds.

Please note that successful candidates will be offered the volunteer position subject to a DBS certificate.