Ukraine Advice Project

Volunteer Coordinator

Ideal time commitment: 12-15 hours per week (flexible)

Reports to: Project Supervising Solicitor / Director of Asylum Aid

Location: Remote / Asylum Aid office, London

# About Asylum Aid

Asylum Aid (previously merged with Migrants Resource Centre under Consonant) 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 get experience providing administrative support and coordination to an exciting new Pro Bono collaboration which aims to increase capacity to provide specialist immigration advice to those who have been in the UK on short term visas and are unable to return to Ukraine. The coordinator will work closely with the supervising solicitor and teams of pro bono lawyers working in city firms to administratively support the project, monitor its work, engage in outreach and support referrals.

# Main tasks and activities

* Processing referrals including allocating cases to pro bono teams, gathering documents from clients, and managing a waiting list
* Booking client appointments and interpreters for telephone advice sessions with the supervising solicitor and pro bono lawyers;
* Supporting signposting and referrals of clients to specialist legal aid immigration providers if required following initial advice session;
* Developing and maintaining a simple database of clients, referrals, advice given and outcomes;
* General administrative support to the project including copying documents, sending post, arranging meetings.

# Skills and experience needed

* Understanding of, and commitment to, the objectives of Asylum Aid;
* A demonstrable empathy for our vulnerable clients, including 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;
* Knowledge of the UK asylum process and associated legal systems, and of the immigration advice ecosystem;
* Experience of taking calls and responding to enquiries by phone and email from vulnerable and often distressed clients;
* Stronger administrative skills;
* Ability to process large amounts of data and prioritise or categorise it;
* An ability to multi-task between competing priorities.

# 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.