

# WORKING TOGETHER TO HELP REFUGEES AND PEOPLE SEEKING ASYLUM FLOURISH



Refugee Futures works with partners to deliver projects offering a welcome and orientation upon arrival for people seeking asylum. We also provide volunteering and training opportunities for both refugees and people seeking asylum. For more information about the work that we do please visit our website [www.refugeefutures.org](http://www.refugeefutures.org) (Registered Charity: 1159508).

## About Volunteering

Volunteering is when someone gives their time (unpaid) doing something to benefit others. It helps you to connect to your community and make it a better place, while sharing your skills and knowledge and learning new things.

## Why Volunteer?

- Gain new skills to prepare you for work
- Make new friends
- Learn about UK culture and share what's important about your culture
- Improve your English
- Help with mental and physical health and wellbeing
- Give something back to the community
- Improve your confidence
- Keep busy
- Have fun!

## Our support for you

We will support you to use or develop the skills and knowledge you have, so you can gain experience in a UK work environment which will support you to take steps towards work in the future. You will be provided with full training as appropriate for the volunteer role and assigned a supervisor from our team; the Programme Manager will oversee support and supervision for all volunteers.

# What type of person are we looking for?

Reliable

Team player

Friendly

Compassionate

Adaptable



## Role and responsibilities for a Project Volunteer

1. Understand and uphold Refugee Futures values.
2. Understand or be prepared to learn about the issues that impact refugees and people seeking asylum.
3. Assist in delivering activities such as Welcome to the UK workshops, orientation walks, and group volunteering days.
4. Encourage interaction between people seeking asylum, volunteers, and members of the community at events and activities.
5. Help to sign people up to activities and register people, as well as collecting participants feedback.
6. Use your language skills to assist with translation from English language into the language of the individual asylum seeker or refugee when possible.
7. Provide knowledge of Stockton town and the surrounding area including public footpaths, cycleways, parks, and leisure spaces, such that may be accessed and used by asylum seekers and refugees.
8. Reassure people in a calm, assured manner, and explain any information. Listen carefully to any expressed needs or concerns and when deemed necessary, raise an individuals' expressed concern with a member of Refugee Futures staff.
9. Provide information on services and facilities available to asylum seekers and refugees including transport information and local food banks.
10. Keep up to date with important information about support for people seeking asylum and support the staff to pass this information on.
11. Assist with photographing and documenting events and activities, with the written consent and permission of the volunteers.
12. Support with fundraising events, marketing, and promotional activities such as volunteer fairs or business network meetings for those who are interested.
13. Understand and be prepared to learn about Refugee Futures' policies and procedures to keep people safe.
14. Participate in feedback sessions, 121s, and team meetings.



## Role and responsibilities for a Office Volunteer

1. Understand and uphold Refugee Futures Values.
2. Understand or be prepared to learn about the issues that impact refugees and people seeking asylum.
3. Answer the phone in the office, take messages, and pass the information to the right staff member.
4. Greet people at reception and ask what they would like help with and inform the right staff member.
5. Record information provided by refugees and people seeking asylum that attend our Welcome and Volunteering project on our database.
6. Use your language skills to assist with translation from English language into the language of the individual asylum seeker or refugee when possible.
7. Assist the team with administration and event coordination, for example sending WhatsApp messages about upcoming events or activities, booking transport, ordering food.
8. Assist with completing sign up forms for new participants at our Welcome or Volunteer projects. Where appropriate, provide information about Refugee Futures projects either over the phone, via email, and to visitors to our office.
9. Support Refugee Futures communications such as social media, photography, and video editing.
10. Record participant feedback and update the staff team.
11. Ensure information is kept private and confidential.
12. Participate in feedback sessions, 121s, and team meetings.





## **Expenses**

You will not be paid for your time, but we understand sometimes you will incur costs while volunteering with us. We have an volunteer expense policy which will be discussed at the volunteer training day.

## **Hours**

Flexible to be agreed. Most of our activities run during the week between 9am-7pm, although we do also have weekend activities on an ad hoc basis.

## **Location**

Our office is within Catalyst House on Yarm Road in Stockton-On-Tees. We are based here but work across various community settings in Stockton-On-Tees.

## **How to apply**

Please send your CV to [info@refugeefutures.org](mailto:info@refugeefutures.org). A member of our team will get in contact with you to discuss your CV and to explore next steps.

***We look forward to hearing from you!***

