



## **Volunteering Opportunities - March 2017**

ASSIST is a registered charity which provides basic support for over 90 destitute asylum seekers, to buy food and pay transport costs for legal and medical appointments. We provide accommodation through volunteer hosts, in houses and in a night shelter. Clients are usually supported for up to 12 months.

ASSIST is totally reliant on its volunteers, and is organised through a variety of teams. We ask for a minimum of a 6 month commitment from our new volunteers. An induction session is provided for all volunteers, and specific training for roles is arranged through team leaders. We hope you will find something that suits your talents and your availability.

Most of ASSIST's activities are based in Sheffield city centre. Travel expenses are paid, plus a lunch / meal allowance where the volunteer's task is for more than 3.5 hours.

**Please see below for details on our roles, email us at [volunteer@assistsheffield.org.uk](mailto:volunteer@assistsheffield.org.uk), or come to one of our Volunteer Information Sessions - see <http://assistsheffield.org.uk/events> for dates**

### **Accompanying Team**

Accompany individual asylum seekers. Support varies, from accompanying the asylum seeker to different appointments, to activities such as introducing them to sources of social support e.g. leisure & education activities etc.

**Times variable, to suit both volunteer and clients**

***The Accompanying Team is not recruiting***

### **Administration Team**

General administration duties within the ASSIST office. This role requires the volunteer to have some previous administration experience.

- **Administrators - Tuesdays 11am-1pm and/or Wednesdays 11am-1pm**

***The Administration Team is not recruiting***

### **Advocacy/Casework Team**

Caseworkers collect information from applicants and submit it to the Panel for decisions about possible support. They help clients with appeals, to gather information relevant to casework and to understand their legal requirements. Teams also provide welfare payments and/or bus passes to clients. Volunteers are needed on a weekly/fortnightly basis, and should also be available for monthly team meetings. We will soon have a four teams working on the following days:

**Tuesdays - 1.15-3.45pm**

**Fridays- 9.30am-1.30pm**

**Mondays and Thursdays - 4 hours a week with times to be confirmed - two new teams starting in May/June with training beforehand, please apply for waiting lists**

- **Caseworkers - For Tuesdays, and for new Monday or Thursday teams**
- **Receptionist/Administrators - help welcome clients, and interpreter and accompanier volunteers. You will oversee the waiting area, and process and provide welfare payments to clients. We are recruiting for Fridays, for our new Monday or Thursday teams**

***The Advocacy/Casework Team is currently recruiting for the above positions***

### **Cleaner**

General cleaning tasks (hovering, dusting, wiping surfaces, washing up, emptying bins) in the busy ASSIST office and its other rooms.

- **Cleaner - Negotiable within Monday-Friday between 10.30am-3pm**

***We are currently recruiting a new cleaning volunteer***

### **Events, Fundraising and Awareness Team (EFA Team)**

This team talks with the general public, raising awareness regarding asylum seekers, the issue of destitution, and the work of ASSIST including speaking with churches and other groups. It arranges fundraising events and supports other groups and individuals in arranging events for ASSIST.

**Evening meetings of the core team, other times vary according to volunteer role and events**

- **We are recruiting a new Team Leader, Deputy Team Leader for Communications, Deputy Team Leader for Events, Communications Coordinators, Event Organisers and Helpers**

***The Events, Fundraising and Awareness Team is currently recruiting***

### **Finance Team**

The Finance Team provide financial administrative support for the work of ASSIST's office. Volunteers for this team should have previous accounting, bookkeeping or finance experience.

**Mondays and/or Thursdays**

***The Finance Team is not currently recruiting***

### **Grants Team**

The team aims to obtain finance for core activities and new projects. The team researches sources of grants, assesses their funding priorities and probable amounts of grants. Reports on progress during and after the grant are also part of the team's work, for monitoring and evaluation purposes.

**Flexible within Monday-Friday - 10am-3pm (negotiable)**

***The Grants Team is not currently recruiting new volunteers***

### **Help Desk Team**

A team of volunteers staff the ASSIST tables at the busy Sheffield City Council's drop-in for asylum seekers, using interpreters where required. The volunteer will interview asylum seekers and may provide information, signpost to other agencies or make referrals within ASSIST.

**Wednesdays - 1.45-5pm**

- **Information Resource Volunteers** - help volunteers in our front line teams to have an up-to-date resources of various kinds of support for asylum seekers and refugees in Sheffield, as well as community activities that welcome their participation. This role would be 2-3 hours a week preferably Thursdays between 10am and 1pm, but this is flexible and another day/time could be negotiated

***The Help Desk Team is currently recruiting for Information Resource Volunteers***

### **Night Shelter Team**

This takes place in a church with separate rooms for men and women. Volunteers sleep overnight in the centre for a maximum of 2 nights a month. Referrals for Night Shelter are usually made through ASSIST.

- **Night Shelter Volunteers - Monday evening – Saturday morning - overnight from 10pm-8am**

***The Night Shelter Team is currently recruiting new volunteers***

## **Housing Team**

The Housing Team currently manages 6 shared ASSIST houses, which between them provide temporary house 23 destitute asylum seekers. Each house is supported by a small group of volunteers (2 or 3) who pay regular visits and ensure that the houses remain a safe and comfortable. These visits usually take place in the evenings and can be arranged to suit the availability of the volunteers. There is a monthly team meeting of all the house visitors on the first Monday of each month between 7 and 9 pm at Victoria Hall. There are several volunteering roles available in the Housing Team, shown below.

- **Administrative Support - Housing and Hosting** - The team administrator for the housing and hosting teams will help to keep all records pertaining to ASSIST clients in accommodation up to date. Being reasonably comfortable with IT is therefore a must. The role would also include maintaining our storage of household items and bedding. Time commitment of at least one half-day per week for a minimum of six months would be required.
- **House Visitors (male)** - Visiting ASSIST houses, ASSIST clients and Hosts - Monday evenings, plus other times as needed - often evenings, suits those who work during the day
- **Garden Group Befrienders (female)** - The garden of one of our women's houses has been developed into an outside meeting space, where residents of the house and other female ASSIST clients can socialise while spending time in and looking after the garden. The activity is will take place each Monday afternoon.
- **Maintenance Volunteers** - We aim to maintain our houses at a high standard, so are looking for volunteers with a bit of experience who can support our part-time maintenance worker. Tasks would include making standard repairs, decorating, or basic gardening. Volunteers will work under the supervision of the maintenance worker. Volunteering hours will be negotiable.

***The Housing Team is currently recruiting for the above positions***

## **Interpreters Team**

A team of volunteers that enable non-English-speaking asylum seekers and volunteers communicate with one another during drop-in and casework interviews. They may also need to facilitate misunderstanding in communication that arise from cultural difference.

**Wednesday afternoons (2 - 4 pm) and during casework interviews which could be on a Monday, Tuesday or Thursday afternoon or Friday morning**

- **Interpreting Team - Administration Support Volunteer** - To play a key role in supporting clear communication within the Interpreter Team, as well as with other teams within ASSIST; and to help underpin the smooth logistical operation of the Interpreter Team. You should have an excellent level of written and spoken English. You should have experience of administration work and good IT skills. This role is flexible over a few days and could be done from the office or from home, which are both negotiable.
- **Interpreters** - for Amharic, Arabic, Farsi, Kurdish-Sorani, Lingala, Tigrinya

***The Interpreters Team is currently recruiting new volunteers***

## **Panel Team**

The Panel Team prioritises new referrals for ASSIST support and reviews individuals who are in receipt of support. Each week Panel members look at all new referrals, checking to see whether they meet ASSIST's criteria for support and prioritising those people that are the most vulnerable. Panel has to make tough decisions using agreed criteria to make those decisions.

**Tuesday evenings on a weekly basis – at 4-6pm, 5-7pm or 6-8pm**

***The Panel team is not currently recruiting new volunteers***

### **Welfare Payments/Bus Pass Team**

The team pays out weekly grants and vouchers for bus passes to destitute asylum seekers. You need to be able to focus on the task of ensuring accuracy, keeping the paperwork right, in a busy environment.

**Wednesday mornings or afternoons on a weekly basis**

***The Welfare/Bus Pass Team is not currently recruiting***

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