



Volunteer Role Description: Welfare Team

Background

Members of the Welfare Team provide crucial support at our monthly Welfare Sessions on Tuesdays and Thursdays, which are one-stop sessions where ASSIST clients come to collect money, bus passes, toiletries, essential provisions and access urgent casework support.

Role purpose

- To provide a warm welcome to clients at ASSIST Welfare Sessions
- To signpost clients to the relevant service they need to access within the Welfare Sessions
- To meet client need for basic and essential items in a dignified and choice driven manner
- To source essential items that clients need and distribute fairly
- To issue welfare payments and bus passes to clients
- To support the smooth running of the Welfare Payments Sessions
- To expand and develop the work of the Welfare team as appropriate, led by client voice & need.

The Welfare team has 4 different roles and tasks are shared between:

Welcoming and directing people towards the relevant station

Issuing bus passes

Issuing payments

Welcoming people into the provision space and signposting

Tasks

- Welcome clients and facilitate access to different stations within welfare payment stations
- Ensure appropriate signposting is in place so clients know how to navigate the building and rooms
- Set up refreshment stations and administer drinks to clients throughout the session.
- To present the essential provisions in an attractive fashion, accessible to people whose first language isn't English
- To keep a record of items that have run out and feed that information back to the staff team in a timely manner
- Set up and present items in a welcoming manner and help with packing down at the end of the session
- Chat and engage clients as they wait to see other members of the Welfare Team.
- Share and distribute information to clients regarding social and cultural opportunities - as provided by the Client Support Manager/Welfare Sessions Team.
- Maintain a tidy and organised store of provisions and replenish when stocks are running low on the day.
- Communicate your availability in a timely manner and fill in the team rota

- Issue welfare payments to clients
- Redirect clients to caseworkers if they wish to have casework support on the spot.
- Issue bus passes to clients on the online South Yorkshire transport system and update update records on the ASSIST database.

Skills/Experience you need

- Ability to work on your own initiative
- Organised and reliable
- Good communication skills and friendly manner
- An 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 and functioning within the team's decisions
- Ability to speak a community language is an advantage but not necessary

For welfare payments and bus pass roles:

- Good IT skills
- Confidence handling cash and maintaining accurate balances and records

If you have lived experience of racism, the asylum system or migration, and do not meet all of these criteria, we encourage you to apply. We can support and train you during the role to gain the necessary skills.

What you can gain from the role

- Working in a dynamic and supportive team environment
- Peer learning and skills exchange
- Knowledge of external services available to people seeking sanctuary
- Insight into ASSIST's services for people seeking sanctuary
- Ad hoc training relevant to the role

Essential Training Provided

- Introduction to ASSIST and the Asylum Process
- Safeguarding and Boundaries
- Confidentiality and Data Protection

Time commitment

- Minimum of 1 morning or afternoon session per month, on Tuesdays / Thursdays from 9.30am to 1pm, or 1pm-4pm
- Online team meeting every 4-6 weeks
- You are very welcome to volunteer for the full day and we would arrange a lunch break


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

Resources: We cover travel expenses and other ad-hoc essential costs related to your volunteer role. If you are doing a full day we will cover lunch expenses.

ASSIST team: This role is part of the Client Support service, managed by the Client Support Team and Office Administrator.

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>