



South London Refugee Association
The Woodlawns Centre
16 Leigham Court Road
SW16 2PJ
020 3490 3443

Role description: Drop-in Assistants

South London Refugee Association (SLRA) supports refugees, asylum seekers and vulnerable migrants who live, work or study in South London. SLRA provides advice and support to assist our clients to build stable and secure lives for themselves and their families.

SLRA runs weekly Advice Drop-Ins for adults and families, where volunteers support with housing, welfare benefits, asylum support and immigration advice. In Autumn 2018 opened an advice drop-in in a new location in Lambeth borough, close to Streatham Hill station. We are currently seeking volunteers who can support one of the sessions below:

Monday 10am-2pm in Balham (SW12 9BS)
Thursday 10am-2pm in Lambeth (SW16 2PJ)



Drop-in Assistants

The purpose of this volunteering role is to support drop-in clients to feel at ease and in touch with what SLRA can offer. Volunteers:

- Welcome clients into the space and help direct them to refreshments, lunch, ESOL classes and other activities that are taking place
- Speak to clients about upcoming events, consultations or news, and let them know about SLRA services and activities that clients or their families can participate in
- Are a reassuring support for clients feeling stressed, anxious or worried about their situations while they wait to see an Advisor.

Skills we're looking for

- Friendly and welcoming
- Confidence approaching and speaking to new people
- Languages other than English are very useful.

We welcome volunteers from all sections of the community, in particular refugee and asylum-seeking volunteers and those with lived experience of the immigration system.

Expenses

We can cover travel expenses if this would enable you to volunteer. Lunch is provided.

To get involved:

Please complete our volunteer application form and send it to Semsem Hassan:

> by email: semsem@slr-a.org.uk

> or by post: SLRA, The Woodlawns Centre, 16 Leigham Court Road, SW16 2PJ

About SLRA

South London Refugee Association (SLRA) supports refugees, asylum seekers and vulnerable migrants who live, work or study in South London. SLRA provides advice and support to assist our clients to build stable and secure lives for themselves and their families.

Through our support we aim to:

- > Reduce isolation
- > Improve health and wellbeing
- > Promote equal access to service provision
- > Relieve stress and poverty

In addition to two weekly advice drop-ins for adult clients and families, we run a weekly youth club, youth casework and advice, ESOL classes for adults, a women's group, and a programme of positive activities and outings.