



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

## **Role description: Migrant Advice Volunteer**

**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 two weekly Advice Drop-Ins for adults and families, where volunteers support with housing, welfare benefits, asylum support and immigration advice.

We are currently seeking volunteers who can support one of the sessions below:

**Monday 10am-2pm in Balham (SW12 9BS)**



## **This role includes:**

- > Working face-to-face with clients to assess their needs
- > Advocating on behalf of clients by liaising with external organisations, statutory bodies and government departments (such as Local Authorities, hostels, the Home Office, Jobcentre Plus)
- > Referring clients to specialist agencies and following up referrals
- > Researching specialist service provision (such as destitution services, accommodation providers, hardship grants)
- > Recording client case notes in a secure database
- > Assisting clients to complete forms.

## **Skills and competencies:**

- > Understanding of and interest in UK housing issues, welfare benefit entitlements, the asylum and immigration system, or other issues affecting migrants and vulnerable people
- > Some previous experience of giving advice or guidance to vulnerable people
- > Excellent communication skills, both verbally and in writing. The ability to communicate with vulnerable and distressed individuals, as well as the ability to liaise with external agencies in a professional manner
- > A commitment to the rights of refugees and asylum seekers
- > A non-judgmental attitude, and the ability to work impartially and sensitively with clients from a range of backgrounds
- > Punctuality and reliability
- > Additional languages are an advantage.

## **Learning and development in this role:**

- > Advice volunteers attend an initial induction, training around safeguarding vulnerable clients, and training to use the secure client database
- > Formal and informal opportunities throughout the year to learn more about the asylum and immigration system, housing, welfare benefit entitlements, and other issues affecting SLRA clients, including internal and external training.

## **To get involved:**

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

- > by email: [semsem@slr-a.org.uk](mailto: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, ESOL classes for adults, a women's group, and a programme of positive activities and outings.