



## Refugee Radio 2022

### The role

<b>Title</b>	Refugee Radio Outreach Volunteer
<b>Location</b>	Throughout Brighton and Hove and Sussex, including but not limited to: Community Centres and some working from home
<b>Reports to</b>	Refugee Advice Worker

### Introduction to Refugee Radio

Refugee Radio is a charity that supports refugees, asylum seekers and vulnerable migrants. We run community projects in Brighton & Hove targeting mental health, stress, isolation and social exclusion. We run a weekly support group and provide individual support. We also use radio and music to give a voice to those who do not have one.

### Purpose and background

To provide outreach support and mentoring so that the project can help as many refugees and vulnerable migrants as possible to overcome discrimination and access local services.

Meetings with the clients might take place at the Refugee Radio office (located in Community Base), local community centres or neutral spaces such as cafes, parks, libraries etc. It may involve accompanying the service user to appointments for things like accessing health services or benefits. Some of the work could be done from home such as making telephone calls, filling in forms or sending emails, but it is not permitted to invite any of the participants into your own home. Volunteers will be issued with a prepaid mobile phone, a Refugee Radio email address, a shared Google drive, and travel expenses can be covered.

### Key Responsibilities

#### Outreach and support

- To meet with participants on a one-to-one basis to provide practical support.
- To regularly meet up with participants to check in with them.
- To book and go to meetings with the participants to make sure they get appropriate support.
- To create a welcoming, relaxed and safe atmosphere when meeting the participants.
- To engage with participants in leisure activities (think about a little walk, a tea and coffee meet up, sightseeing in Brighton, going to a community café e.g.).
- Network with other agencies and organisations on a local basis.
- To provide a listening ear and design your support based on what the participant tells you.
- To make sure that the voices of the participants are at the centre of the support you are offering them.

#### Training and policies

- To comply with safeguarding policies and report on your meetings according to the Refugee Radio guidelines.
- To be committed to learning about trauma informed support.
- To be committed to learning about anti-racist and anti-discriminatory practices.

## **What you can expect from us:**

- A DBS check
- Thorough training & induction appropriate to the role
- A clear Volunteer Agreement that outlines what you can expect from us and what we expect from you.
- A named supervisor (advice worker and volunteer coordinator - Pien Kuipers) who will support you in your role as needed.
- Additional support from other Refugee Radio staff on duty.
- A clock in and out system to ensure the safety of you and the people you are meeting with
- A work phone, SIM, work email address and online data system to confirm with the GDPR requirements.
- Regular supervision with the volunteer coordinator.
- Reimbursement of reasonable volunteer expenses in a timely manner.
- Written references upon request.

## **Person Specification**

### **Qualifications and training:**

*Desirable*

- Training and/or experience in working with vulnerable adults.
- Training and/or experience in human rights, immigration or asylum.

### **Experience and knowledge:**

*Desirable*

- Working with refugees or other vulnerable groups.
- Experience of advice and casework, especially housing and benefits.
- Experience in the voluntary sector.
- Second language (especially Arabic, Farsi).

### **Skills and abilities:**

*Essential*

- Ability to relate to individuals from a wide range of backgrounds with different needs.
- Sensitivity to ways of working with and communicating with diverse cultural and ethnic groups, with people whose first language is not English
- Being friendly and approachable.
- Ability to be empathetic and non-judgemental.
- Being respectful and reliable and trustworthy.
- Ability to keep sensitive information about individuals, Refugee Radio and partner organisations confidential.
- Ability to be flexible during the week and possible weekends.