**Community and Integration Casework Volunteer**

**Ideal time commitment:** 1-2 days per week for a minimum of 6 months

**Reports to:** Community and Integration Manager

**About the Helen Bamber Foundation**

The Helen Bamber Foundation (HBF) is a human rights charity based in London which was founded in 2005. Our specialist team of therapists, doctors and legal experts have an international reputation for providing therapeutic care, medical consultation, legal protection and practical support to survivors of human rights violations.

HBF grew from the recognition that people who have suffered prolonged inter-personal violence – whether from human trafficking; war; community, domestic or gender-based violence – present with similar physical and psychological symptoms to torture survivors and experience the same complex and enduring responses to their trauma.

We offer our clients a Model of Integrated Care, providing legal, medical, psychological and welfare support, as well as an Integration Programme which includes arts-based groups, and skills-based classes such as English and IT. Through this, we help our clients to develop a sustained recovery from extreme trauma.

**About the role**

We are seeking **two skilled individuals** to undertake casework in the Community and Integration team. The Community and Integration team supports our clients, through their recovery and journey at the Helen Bamber Foundation, to lead independent lives. We do this by assisting and supporting clients to access education, training, volunteering opportunities and internal and external integration focussed activities. We also run a programme of creative arts and skills-based classes including; English, yoga, textiles, and digital skills.

If you have good communication skills, experience in casework or another 1-to-1 support role, and excellent admin skills, and are keen to get experience in a Human Rights Charity, we encourage you to apply!

**Main tasks and activities**

As a Community and Integration Casework volunteer you will;

* Regularly work on a one to one basis with our clients, remotely via telephone appointment, to support them to access and engage with integration activities and opportunities; i.e. support a client to enrol in college, sign up to an employment scheme, or find and access a local sports/activity group etc.
* Contact clients to invite them to HBF’s group activities and work closely with the Community and Integration team to ensure the needs of any new joiners are met
* Liaise with the external organisations in the community, as well as local colleges
* Support our clients to identify and work towards their goals and help to foster their integration into their local community
* Use and build on HBF’s directory of education/employment/skills providers and grant funders database
* Make individual grant applications for clients in need of financial support to assist with their education needs or other integration activities
* Maintain accurate and timely client records and follow-up work
* Other administrative duties as required

**Skills and experience needed**

* Proven experience in a 1:1 support role
* Knowledge of the rights and entitlements of asylum seekers and refugees, specifically surrounding education and employment
* Knowledge of the challenges facing vulnerable clients including asylum seekers, refugees and survivors of torture, trafficking, and a demonstrable empathy for this client group
* Excellent written and spoken English
* Excellent communication and interpersonal skills
* Ability to manage own time and workload, and to prioritise a range of competing demands and maintain accurate records
* Awareness of confidentiality and data protection
* Good IT skills including the use of databases, email, word processing
* Flexibility and willingness to undertake other duties as required
* Understanding of, and commitment to, the objectives of the Helen Bamber Foundation

**Desirable**

* Experience of supporting individuals to make applications into employment or education
* Experience of researching different grant programmes and applying for educational and/or other grants on behalf of clients
* Knowledge of employment rights and pathways to employment for refugees and asylum seekers
* Fluent in a language other than English

**What you will get out of the role:**

* Experience of working with a multi-disciplinary team in a Human Rights charity
* Experience of providing direct casework support to HBF clients
* Experience of communicating with and building working relations with external organisations and services
* Experience of writing grant applications
* Stronger administrative skills
* Ability to process and record data and prioritise and categorise it
* An ability to multi-task between competing priorities