The aim of this information is to provide a resource for organisations who wish to support refugees and asylum seekers. It Contains…

**Background Information about:**

Asylum Seekers and Refugees in Northern Ireland.

The support that is currently being offered to this cohort.

Involvement of volunteers in supporting asylum seekers & refugees.

**Good Practice Guidance**

The basics

Safeguarding

**Sample & Template Volunteer Role Descriptions**

Volunteer Interpreter

Volunteer Buddy/Mentor

Volunteer Driver

Volunteer Befriender

Volunteer Peer Educator

**Background**

Asylum seekers and refugees in Northern Ireland

Over the years the number of displaced people has increased globally and whilst immigration is not a devolved matter, the Executive has a key role to play in supporting those who are here seeking sanctuary from war and persecution. The global scenario in relation to asylum is an ever-changing picture and as a result, asylum arrivals are unpredictable, but trends indicate an increasing population. In addition, we continue to welcome new ethnicities and languages into our communities as migration patterns evolve.

Refugees and asylum seekers represent some of the most vulnerable people in our society. Not only do we have a duty to protect them from violence and intimidation, but we must also recognise the impact prejudice and hate towards them can have on our wider minority ethnic communities. We acknowledge the very real contributions many refugees and asylum seekers have made and continue to make to our society, across our public services, in our community sector and in the establishment of local businesses. We also acknowledge the very real challenges faced by those who are newly arrived and those navigating a complex immigration system.

Refugees and asylum seekers bring with them a rich diversity of culture along with new ideas and approaches. Supporting them from the day on which they arrive is key to successful long-term integration, a process which greatly benefits us all. We have a long history of supporting refugees in Northern Ireland however Since 2015 the landscape has changed, and we have welcomed over 1800 refugees through the Syrian Vulnerable People Resettlement Scheme (VPRS) and over a 1000 Ukrainians have applied to come to Northern Ireland as part of the Homes for Ukraine Scheme.

Support being offered:

There are many organisations throughout Northern Ireland who provide support to asylum seekers and refugees. The Executive Office has a key role to play, and a Refugee Integration Strategy was published in 2022. Other organisations (many more exist) include Bryson Intercultural Group, Extern, British Red Cross, Barnardo’s, NI Council for Refugees and Asylum Seekers as well as many Churches and community organisations. Welcome Churches are a network of churches across the UK who offer support and a welcome to refugees and asylum seekers (See welcomechurches.org).

**We would encourage individuals/organisations to firstly consider the following before beginning to create new services for asylum seekers & refugees.**

* Who else is delivering support within the local area?
* Who else is delivering something similar within Northern Ireland?
* Who is determining the need? Is it coming from the refugee and asylum seeker or the local community?
* Are there resources to support the service? It’s important to consider sustainability and resource implications at the outset.
* Who else would benefit from being involved in the delivery of the service? Partnership working often leads to the delivery of effective services but also enhances communication and reduces duplication.
* Don’t hesitate to seek support and guidance from experienced organisations before developing bespoke programmes to meet needs. It is acknowledged that local communities are often best placed to meet needs at a place-based level, however NI-wide organisations often have a local presence and therefore may be able to assist.

Involvement of volunteers

Volunteers often play a vital role in the delivery of services within local communities and their impact cannot be underestimated. However, volunteers are not free resources; a successful volunteer service requires sufficient support, commitment, and management.

Good practice in the recruitment, selection and management of volunteers is vital when asking them to support asylum seekers and refugees as they may encounter challenging conversations, information and circumstances.

We have outlined several roles that *may* be suitable as you develop a programme of support for asylum seekers & Refugees. These role outlines (which can be found as an appendix at the end of this document) are meant as a guide only.

* Volunteer Interpreter
* Volunteer Buddy/Mentor
* Volunteer Driver
* Volunteer Befriender
* Volunteer Peer Educator

**Good Practice**

Volunteer Now encourages all organisations who involve volunteers to embrace good practice in volunteer management. Embedding good practice enables you and your volunteers to have a positive experience, to have a positive impact on those you support, and to sustain your volunteer commitment and therefore the success of the initiative. Volunteers can bring so much added value to an organisation, cause, or initiative however, due to the very nature of volunteering, they need to be communicated with, supported, recognised, and nurtured throughout their volunteering journey.

We are also aware that many organisations delivering at a local level are also volunteer led or have limited resources, therefore it is important to consider the all the good practice requirements before you begin new programme development. Forward planning at the project’s conception ensures that volunteer involvement will be smooth and successful. Volunteer Now can support you along the way – some key documents and resources are outlined in the sections below.

The Basics:

It is important to have the basics in good practice volunteer management when you wish to involve volunteers in your organisation. The 1st step is to create a **Volunteer Policy** as this document sets out your organisations commitment to the involvement of volunteers, the rationale for the involvement and the support provided. A guide can be found here: <https://www.volunteernow.co.uk/publications/developing-a-volunteer-policy/>

Once a Policy has been developed and approved by your Board then the next step is to think about the **volunteer roles** that you wish people to undertake. Key questions include: how have you determined the need for the programme and these roles, have you thought about who will support the volunteers and what is in it for the volunteer? Guidance is available within this publication and if you answer each of the key areas you will have the basis of your role description. <https://www.volunteernow.co.uk/publications/developing-volunteer-roles/>

Many organisations think that once they have the roles created then their job is done but it’s important to think about how you **promote these volunteering opportunities**. You may wish to promote within your own organisation or community but think about those individuals who are not yet connected with you, think about those who may represent those you wish to involve as service users or those who may have additional skills and experiences and may be willing to travel to support your cause. Promoting your opportunity widely enables people to see and understand what you are trying to achieve, encourages participation and involvement and encourages diversity and inclusion. Planning for recruitment also encourages you to think about the language and images you use as well as the next steps of the selection process.

<https://www.volunteernow.co.uk/publications/recruitment-plan-for-volunteers-information-sheet/>

**Selecting and inducting new volunteers** is an exciting time but also needs to be managed well. If you have gone through the processes above in terms of developing a role description you will already have set out the skills and qualities that you are seeking from a volunteer and have outlined what the volunteer will gain in return. The selection process should take the form of an informal chat/interview and from this you should be able to determine of the volunteer is suitable with the right training and support. The selection process should be consistent for all volunteers irrespective of whether you know them already as it is an important step in the management of volunteers. If volunteers are clear about the role, the expectations and support provided and if you as a volunteer manager are aware of their skills, expectations, and motivations for volunteering then it makes the creation of an agreement and subsequent support meetings more beneficial to both parties and ultimately the service user. This process also ensures that the prospective volunteer has a positive experience if it is deemed that they are not suitable for the role they applied for.

<https://www.volunteernow.co.uk/publications/selection-procedures-for-volunteers/>

Once a volunteer has been approved then it may be beneficial for them to receive a **volunteer agreement**. It may be seen as unduly formal, but it can play an important role if a dispute, grievance, or complaint is raised but also enables the volunteer and organisation to ensure that both parties are clear about expectations and roles.

<https://www.volunteernow.co.uk/publications/developing-a-volunteer-agreement/> (link to Barnardo’s Volunteer Agreement – in Appendix below)

Your volunteer policy will outline your organisations stance in relation to **expenses &** **reimbursing volunteers** for their out-of-pocket costs. However, it is important to be clear about your position throughout the recruitment and selection process. It is important to understand that this may be a major barrier to those who wish to support your organisation.

<https://www.volunteernow.co.uk/publications/volunteering-and-expenses-information-sheet/>

Whilst many volunteers state that they do not give their time for recognition, it is important that you build **support and recognition** into your volunteer programme. Regular support meetings (can be in person, by phone etc) are important to ensure that your volunteers are happy and supported and that any issues are resolved at the earliest opportunity. Recognition should be built into these meetings and volunteers should be aware throughout their role that they are making a meaningful difference. This could be through a simple ‘thank you’ at the end of shift, being sent a birthday card, the sharing of a quote or statement from a client about the impact the volunteer has had on them.

It is also good practice to involve volunteers in the organisation, e.g., if you are holding a consultation event include them in the invitation, ask them for their thoughts and feedback and enable them to be part of the wider organisation if they so wish. If budget allows hold a formal recognition event to thank them for their commitment and impact, this could be in the form of a pizza night, a team outing or awards evening.

<https://www.volunteernow.co.uk/publications/supporting-and-thanking-volunteers/>

The provision of **training** may be an incentive for the potential volunteer but is also an important part of ensuring that the volunteer has the skills necessary to undertake the role. Choice is an essential element of volunteering and not all volunteers will want to do training particularly if its accredited so it important to state clearly if training is mandatory and the implications of this commitment. Many organisations will also share wider training opportunities with volunteers to recognise them for their value within the organisation and to support their learning and development. <https://www.volunteernow.co.uk/publications/volunteer-training/>

The delivery of services, irrespective of whether it is undertaken by paid staff or volunteers, involves some **risk** and it is a governance responsibility tohave adequate **insurance** for activities that you deliver. It is important that you inform your insurance company of the activities that you plan to deliver, who is delivering them, i.e., volunteers and what you have done to minimise risk. You can never remove risk, but it is how you, as an organisation, minimise and manage risk that is important. Embedding good practice in volunteer management throughout the organisation is key along with strong communication and awareness of the internal and external environment. The links to our information sheets will help you navigate this area:

<https://www.volunteernow.co.uk/publications/volunteering-and-insurance-information-sheet/>

<https://www.volunteernow.co.uk/publications/risk-assessment-volunteering-information-sheet/>

Additional resources

**Volunteer Now’s website** has a host of information, publications and resources that will help you involve volunteers effectively as well as the links included above there are a range of resource guides that can also support your work: <https://www.volunteernow.co.uk/publication-category/volunteer-involvement-resource-guides/>

Safeguarding

**Keeping adults and children safe** is of the paramount importance and it is likewise imperative that you provide the appropriate training and information to your volunteers who support those in need.

Providing support to refugees and asylum seekers may come with additional challenges, for example, the language barrier, the additional trauma that they have faced which has led them to seeking refuge in Northern Ireland and their own personal circumstances. The information they impart, support they need and the challenge of meeting their needs may mean that volunteers need additional support in order for them to adequately undertake their role.

Volunteers and those supporting the volunteers should have clear guidance, training, and information on how to report and deal with a safeguarding disclosure. The organisation must have a named staff member or volunteer for Safeguarding Children and Adults and the details of the disclosure must be kept in line with the legislation.

Volunteer Now has 2 publications that provide guidance on keeping children and adults safe.

<https://www.volunteernow.co.uk/publications/keeping-children-safe-our-duty-to-care/>

<https://www.volunteernow.co.uk/publications/keeping-adults-safe-a-shared-responsibility/>

**Please note** **that refugees are deemed as vulnerable adults by law** and therefore ALL volunteers supporting them need to have Access NI checks. It is arguable that asylum seekers are also vulnerable in light of the circumstances in which they find themselves and therefore it is recommended that these roles are also deemed relevant for Access NI checks.

We hope that this resource will support local groups provide a safe and supportive environment for those providing and availing of the support.

**Appendix 1. - Sample Role Descriptions**

There are many roles that a volunteer could undertake to support refuges and asylum seekers however below are sample role descriptions that have been tailored from information gained from The British Red Cross, Barnardo’s and Volunteer Now. They are to be used as a guide only but will hopefully help you to consider the key areas required when you create your own depending on the need.

If you are thinking of recruiting a **Volunteer Driver** to assist with asylum seekers & refugees (providing transport in cars or minibuses to & from events or services for example) then the Volunteer Now info-sheet about volunteer drivers (downloadable from the link below) provides a useful overview of the Best Practice & legal/insurance requirements for these kinds of roles.

<https://www.volunteernow.co.uk/publications/volunteer-drivers-information-sheet/>

Templates & Guidance re: creating volunteer roles in support of Asylum Seekers & Refugees can be found below.

Logo of your organisation

**Refugee Support Interpreter Volunteer**

# Background

*Include some information on:*

* your organisation – what are your mission and vision
* what the project is that volunteers will be involved in – where the need has come from
* what will be the impact of the project

# Why we want you:

*In this section outline why you want a specific volunteer/s, e.g.*

We are looking for empathetic and professional interpreters who can inspire confidence that people’s messages are translated correctly and that their information will be kept secure. Our Interpreter volunteers are friendly and welcoming and enjoy being part of our supportive and diverse team.

Due to the intensity and complexity of parts of our services, it is essential that our Interpreter volunteers work to the highest standards so that we can provide a safe, high quality and effective service.

# What you will be doing:

*Be clear about what the role entails, e.g.*

* Interpreting and translating verbatim in one to one or group situations to help people using our service communicate with others. This could be face to face locally, or remotely locally or nationally.
* Translation of forms or guidance.
* Written translation to complete required forms/paperwork.
* Use your training to give emotional support to adults and children.

# The skills you need:

*You may ask for specific skills/qualifications or you may say that you will provide specific training to meet needs, e.g.*

* Strong communication skills and empathetic about the situation and needs of refugees, asylum seekers and vulnerable migrants.
* Able to verbally interpret and translate fluently in the specified language.
* Able to write in the language (as well as in English) would be helpful.
* Emotionally resilient as you may need to deal with challenging or difficult situations.
* Keep the people we support at the heart of what you do.

# What’s in it for you:

*Whilst many people say that they want to volunteer in order to make a difference you need to let them know what they will gain and the benefits of their involvement. You need to be able to follow through on the promises made, e.g.*

* Meet new people and be part of a supportive and inclusive team.
* A great opportunity to develop your existing skills and gain new ones.
* All training and induction for the role (there is no charge for training).
* Reasonable pre-agreed travel expenses for the role.
* An opportunity to be making a difference to people’s lives.

Commitment:

We don’t ask for a minimum commitment from volunteers but please understand that once a relationship is developed with an individual it is detrimental to the vulnerable individual if you cannot commit regularly. We ask that you are open and honest with us regarding your commitment and availability and will endeavour to match you to a role that is suitable.

Perhaps you do have a minimum commitment – think about why this is necessary. Research tells us that people are opting for short term or episodic roles than planning for long term commitment.

What you give:

*It’s important for a volunteer to understand the impact of their involvement e.g.*

Enable those most in need to be heard and be listened to in confidence that their words are understood. You can see the visible difference that this makes to an individual who is seeking support and feels unable to articulate their needs/experiences in the language of their host country. It also enables (name of organisation) to meet the needs of those who access our services in a meaningful and responsive way.

In order to fulfil this role you will need to do the following:

* Complete a short application form
* Attend for an informal chat so that you can meet us and we can meet you, we can tell you more about the role, the impact we hope to achieve and about our organisation. You can tell us about you, why you applied for the role and what you would like to gain.
* Provide references that will seek before you begin, these can be from an employer, someone you supported in the past or someone outside of your family who knows you well.
* Undertake an Access NI check. We will ask you to supply documents proving your identification and your address.
* Attend any necessary training and an induction meeting.

Please include where this role is based (home or office based) and what geographic location it covers

# Logo of your organisation

**Refugee Support Project Volunteer**

# Background

*Include some information on:*

* your organisation – what are your mission and vision
* what the project is that volunteers will be involved in – where the need has come from
* what will be the impact of the project

# Why we want you:

*In this section outline why you want a specific volunteer/s, e.g.*

Are you passionate about supporting people?

We are looking for enthusiastic Project Volunteers who enjoy being part of a supportive team. You will be friendly and welcoming, and keen to get involved in our diverse service and activities. You will enjoy working with people face to face in a multi-cultural environment.

Our Refugee Support Project Volunteers help to make people feel comfortable and engaged with the services we provide by providing emotional support. This can be a distressing time and we aim to ease the process of adjusting to life in a new country through resilience and empowerment.

# What you will be doing:

*Be clear about what the role entails, e.g.*

* Showing people where to find local services they need.
* Helping the team to set up and help to run group work activities.
* Distribution of things like food parcels and toiletries.
* Supporting the team with some administrative tasks.
* Use your training to give emotional support to people.

# The skills you need:

*You may ask for specific skills/qualifications or you may say that you will provide specific training to meet needs, e.g.*

* Strong communication skills and empathetic about the situation and needs of refugees, asylum seekers and vulnerable migrants.
* Able to volunteer in a multicultural environment.
* Good teamwork skills and a willingness to support where needed.
* Speak English; knowledge of another language would be helpful (particularly one used in the current local refugee population).
* Emotionally resilient as you may need to deal with challenging or difficult situations.
* Keep the people we support at the heart of what you do.

# What’s in it for you:

*Whilst many people say that they want to volunteer in order to make a difference you need to let them know what they will gain and the benefits of their involvement. You need to be able to follow through on the promises made, e.g.*

* Meet new people and be part of a supportive and inclusive team.
* A great opportunity to develop your existing skills and gain new ones.
* All training and induction for the role (there is no charge for training).
* Reasonable pre-agreed travel expenses for the role.
* Knowledge that you are making a difference to people’s lives.

Commitment:

We don’t ask for a minimum commitment from volunteers but please understand that once a relationship is developed with an individual it is detrimental to the vulnerable individual if you cannot commit regularly. We ask that you are open and honest with us regarding your commitment and availability and will endeavour to match you to a role that is suitable.

Perhaps you do have a minimum commitment – think about why this is necessary. Research tells us that people are opting for short term or episodic roles than planning for long term commitment.

What you give:

*It’s important for a volunteer to understand the impact of their involvement e.g.*

Volunteers bring vital time and energy to this project enabling members to have the support that they deserve in a safe and secure environment.

*Perhaps a quote from a member could be included here outlining the impact.*

In order to fulfil this role you will need to do the following:

* Complete a short application form
* Attend for an informal chat so that you can meet us and we can meet you, we can tell you more about the role, the impact we hope to achieve and about our organisation. You can tell us about you, why you applied for the role and what you would like to gain.
* Provide references that will seek before you begin, these can be from an employer, someone you supported in the past or someone outside of your family who knows you well.
* Undertake an Access NI check. We will ask you to supply documents proving your identification and your address.
* Attend any necessary training and an induction meeting.

Please include where this role is based (home or office based) and what geographic location it covers

Logo of your organisation

Refugee Support Peer Educator

# Background:

*Include some information on:*

* your organisation – what are your mission and vision
* what the project is that volunteers will be involved in – where the need has come from
* what will be the impact of the project

# Why we want you:

*In this section outline why you want a specific volunteer/s, e.g.*

Our Peer Educator volunteers help refugees and their families to get to know their area and community to help them to settle in confidently. They are empathetic, professional and help people to gain independence and confidence through our programme. You will be friendly and welcoming, helping to make people comfortable. You will use your own experience to support and empathise with people’s situation, helping to make it easier for them to adjust to life in NI.

As a Peer Educator volunteer, you will be able to keep the people you help at the heart of what you do, whilst supporting us to understand people’s needs and the difference we can make.

What you will be doing:

*Be clear about what the role entails, e.g.*

* Planning and delivering educational programmes for refugees and their newly arrived family members.
* Creating presentations and workshops to help people really understand life in the UK (for example: how to access health care, education etc).
* Signposting people to other support.
* Providing information about people’s rights and entitlements in the UK.
* Providing language support.
* Helping with other admin tasks.

# The skills you need:

*You may ask for specific skills/qualifications or you may say that you will provide specific training to meet needs, e.g.*

* Strong communication skills and empathetic about the situation and needs of refugees.
* Able to use your own experience of migration to support others.
* Able to sensitively communicate and build understanding of cultural differences and barriers and how people may overcome them.
* Able to use emotional support skills in a calm and responsible manner.
* Good teamwork skills and a willingness to support where needed.
* Speak English; knowledge of another language would be helpful (particularly one used in the current local refugee population (such as Arabic, Farsi, Tigrinya, Amharic and Kurdish Sorani).
* Experience of providing language support would be useful.
* Emotionally resilient as you may need to deal with challenging or difficult situations

# What’s in it for you:

*Whilst many people say that they want to volunteer in order to make a difference you need to let them know what they will gain and the benefits of their involvement. You need to be able to follow through on the promises made, e.g.*

* Meet new people and be part of a supportive and inclusive team.
* A great opportunity to develop your existing skills and gain new ones.
* All training and induction for the role (there is no charge for training).
* Reasonable pre-agreed travel expenses for the role.
* An opportunity to be part of the world’s largest humanitarian organisation and the knowledge that you are making a difference to people’s lives.

Commitment:

We don’t ask for a minimum commitment from volunteers but please understand that once a relationship is developed with an individual it is detrimental to the vulnerable individual if you cannot commit regularly. We ask that you are open and honest with us regarding your commitment and availability and will endeavour to match you to a role that is suitable.

Perhaps you do have a minimum commitment – think about why this is necessary. Research tells us that people are opting for short term or episodic roles than planning for long term commitment.

What you give:

*It’s important for a volunteer to understand the impact of their involvement e.g.*

Volunteers bring vital time and energy to this project enabling members to have the support that they deserve in a safe and secure environment.

*Perhaps a quote from a member could be included here outlining the impact.*

In order to fulfil this role you will need to do the following:

* Complete a short application form
* Attend an informal chat so that you can meet us and we can meet you, we can tell you more about the role, the impact we hope to achieve and about our organisation. You can tell us about you, why you applied for the role and what you would like to gain.
* Provide references that will seek before you begin, these can be from an employer, someone you supported in the past or someone outside of your family who knows you well.
* Undertake an Access NI check. We will ask you to supply documents proving your identification and your address.
* Attend any necessary training and an induction meeting.

Please include where this role is based (home or office based) and what geographic location it covers

# Logo of your organisation

Refugee Support Peer Buddy

# Background:

*Include some information on:*

* your organisation – what are your mission and vision
* what the project is that volunteers will be involved in – where the need has come from
* what will be the impact of the project

# Why we want you:

*In this section outline why you want a specific volunteer/s, e.g.*

Our Peer Buddy volunteers help refugees and their families to get to know their area and community to help them to settle in confidently. They are confident to share local knowledge and introduce them to local services, groups and events to make them feel less lonely and more connected. Having experienced migration and integration to the UK yourself, you will be able to support and empathise with people who are now going through the process of living in a new country. You will be friendly and welcoming, helping to make people comfortable and engaged with the new local area and community they are living in.

As a Peer Buddy volunteer, you will be able to keep the people you help at the heart of what you do, whilst supporting us to understand people’s needs and the difference we can make.

# What you will be doing:

*Be clear about what the role entails, e.g.*

* Showing people where to find local services they need.
* Introducing people to places to socialise i.e. Community centres and activities.
* Providing befriending support.
* Helping people to communicate with and understand their local community.
* Sharing your own knowledge of getting to know a new area.

# The skills you need:

*You may ask for specific skills/qualifications or you may say that you will provide specific training to meet needs, e.g.*

* Strong communication skills and empathetic about the situation and needs of refugees
* Able to use your own experience of migration to support others.
* Able to use emotional support skills in a calm and responsible manner.
* Good teamwork skills and a willingness to support where needed.
* Speak English; knowledge of another language would be helpful (particularly one used in the current local refugee population).
* Emotionally resilient as you may need to deal with challenging or difficult situations.

# What’s in it for you:

*Whilst many people say that they want to volunteer in order to make a difference you need to let them know what they will gain and the benefits of their involvement. You need to be able to follow through on the promises made, e.g.*

* Meet new people and be part of a supportive and inclusive team.
* A great opportunity to develop your existing skills and gain new ones.
* All training and induction for the role (there is no charge for training).
* Reasonable pre-agreed travel expenses for the role.
* The knowledge that you are making a difference to people’s lives.

Commitment:

We don’t ask for a minimum commitment from volunteers but please understand that once a relationship is developed with an individual it is detrimental to the vulnerable individual if you cannot commit regularly. We ask that you are open and honest with us regarding your commitment and availability and will endeavour to match you to a role that is suitable.

Perhaps you do have a minimum commitment – think about why this is necessary. Research tells us that people are opting for short term or episodic roles than planning for long term commitment.

What you give:

*It’s important for a volunteer to understand the impact of their involvement e.g.*

Volunteers bring vital time and energy to this project enabling members to have the support that they deserve in a safe and secure environment.

*Perhaps a quote from a member could be included here outlining the impact.*

In order to fulfil this role you will need to do the following:

* Complete a short application form
* Attend for an informal chat so that you can meet us and we can meet you, we can tell you more about the role, the impact we hope to achieve and about our organisation. You can tell us about you, why you applied for the role and what you would like to gain.
* Provide references that will seek before you begin, these can be from an employer, someone you supported in the past or someone outside of your family who knows you well.
* Undertake an Access NI check. We will ask you to supply documents proving your identification and your address.
* Attend any necessary training and an induction meeting.

Please include where this role is based (home or office based) and what geographic location it covers

Logo of your organisation

**Befriender Volunteer**

**Purpose of opportunity:**

Barnardo's is working in partnership with a wide range of other organisations to help families to overcome their experience of war, to support them as they navigate unfamiliar systems and help them to build a safe future for themselves and their children.   
  
The purpose of this position is to support people who have settled into Northern Ireland to:

• Connect with others and engage in the community

• Access resources, activities and services in the local community

• Build confidence in speaking English

• Develop their resilience and independence

**Key activities:**

* Building positive relationships with service users by meeting with them regularly on a one-to-one basis.
* Encouraging service users to access resources, groups and activities within their local community, such as after school activities, youth groups, and sports clubs.
* Promoting and encouraging service users to make active choices and informed decisions.
* Providing emotional/moral support, while maintaining an appropriate volunteer/service user rapport.
* Adhering to Barnardo's policies and procedures at all times, including Barnardo's: Safeguarding; Equality, Diversity and Inclusion; Health & Safety; Data Protection; Confidentiality; Recording policies and procedures.
* Participating fully in training and supervision.
* Volunteering within Barnardo's Basis and Values.

**The skills you need:**

* Reliable, punctual and trustworthy.
* Approachable and welcoming.
* Being passionate about making a difference in the lives of children, young people and families.
* Being non-judgmental and positive in their attitude to working with individuals from different backgrounds.
* Good listening and communication skills.
* The ability to manage and respond positively to challenging situations.

**What’s in it for you**

* Full induction and training.
* Other training opportunities relevant to the volunteer role.
* Regular supervision and support.
* Out of pocket expenses agreed in advance.
* Access to the Barnardo’s internal vacancy listing.
* Our volunteers tell us about lots of other benefits of volunteering
* including; experience of working with children, young people and families; experience for your CV; supporting your local community; meeting new people; increasing self-confidence; feeling like you are making a difference; improving your health and wellbeing; and a chance to contribute to a worthwhile children’s charity.

**Hours:** 1-3 hours per week

**Days:** Flexible

**Minimum Commitment:** 6 months

Please include where this role is based (home or office based) and what geographic location it covers

Top of Form

Bottom of Form



**Integration Support Volunteer**

**Barnardo’s Service:** Northern Ireland Refugee Support Service

**Location:** Across NI

**Purpose of opportunity:**

Barnardo's is working in partnership with a wide range of other organisations to help families to overcome their experience of war, to support them as they navigate unfamiliar systems and help them to build a safe future for themselves and their children.   
  
The purpose of the position is to provide people who have settled into Northern Ireland with practical support to overcome integration challenges.

**Key activities:**

* Tasks will vary each week according to the needs of our service users
* Supporting service users to complete application forms, search for jobs or follow up on general issues from the weekly Advice Clinic
* Meeting with service users in the community to support them to access local services, for example libraries, community centres
* Supporting service users to use public transport to attend appointments
* Delivering donations to service users in the community
* Making recordings of interactions with service users and report back to Coordinator
* Adhering to Barnardo's policies and procedures at all times, including Barnardo's: Safeguarding; Equality, Diversity and Inclusion; Health & Safety; Data Protection; Confidentiality; Recording policies and procedures
* Participating in regular training and supervision
* Reflecting Barnardo's Basis and Values

**The skills you need:**

* Reliable, punctual and trustworthy.
* Approachable and welcoming.
* Being non-judgmental and positive in their attitude to working with individuals from different backgrounds.
* Being passionate about making a difference in the lives of vulnerable community members.
* Good listening and communication skills.
* The ability to manage and respond positively to challenging situations

**What’s in it for you**

* Full induction and training.
* Other training opportunities relevant to the volunteer role.
* Regular supervision and support.
* Out of pocket expenses agreed in advance.
* Access to the Barnardo’s internal vacancy listing.
* Our volunteers tell us about lots of other benefits of volunteering
* including; experience of working with children, young people and families; experience for your CV; supporting your local community; meeting new people; increasing self-confidence; feeling like you are making a difference; improving your health and wellbeing; and a chance to contribute to a worthwhile children’s charity.

**Hours:** 1-3 hours per week

**Days:** Flexible

**Minimum Commitment:** 6 months

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