

Task Profile - Refugee Project Admin Role

Background to the New Beginnings Refugee Project

Our project helps refugees and asylum seekers to volunteer in Sheffield. We do this to help people increase their skills or English for work, as well as to reduce isolation and increase integration.

The core work of the project involves:

- Giving in-depth support to refugees and asylum seekers who want to volunteer and helping them to find a volunteer placement.
- Help local organisations to involve asylum seekers and refugees as volunteers in suitable opportunities.
- Promote good practice in volunteering with refugees and asylum seekers.

Why we need volunteers.

We are a very busy office, helping over 200 people each year and we have regular clients who come to see us again and again. In order to keep on top of all of this work and most importantly provide a good service we need volunteers to help us. We could not provide this service without the skills and time that our volunteers give us.

Role Purpose

To complete admin tasks to help the service run efficiently and ensure that clients receive a good service with regular contact. Also to support the volunteer co-ordinator and advisor volunteers with administrative tasks.

Core tasks – we will provide training on all of these tasks.

- Explain the services that we offer to people (over the phone and in person)
- Keep information folders up to date (by checking printing out documents)
- Photocopy and organise paper files / check for missing documents.
- Organise leaflet rack, help filing VCT papers
- Use database to keep track of work done with clients
- Write accurate case notes on work carried out e.g. appointments arranged
- Call / text / email / write to volunteers to make appointments (and give directions) and reply to enquiries
- Confirming appointments in diary e.g. call / text reminder to clients for tomorrow
- Post letters to clients e.g. appointment letters
- Use the diary to record appointments
- Check emails and reply to enquiries, make appointments
- Check voicemail and respond to tasks appropriately - record messages
- Answer the office phone
- Contact volunteers and organisations regarding email / telephone messages (e.g. to follow up a referral query)
- Help with mail outs to clients e.g. feedback forms (quarterly only).

Skills / experience you need to have these already in order to do this role.

(This can be from working in your home country or in the UK.)

- Level 1 English
- Able to write English clearly
- Confident to talk over the phone.
- Able to use email programs (e.g. yahoo, hotmail, Outlook)
- Good interpersonal / communication skills
- Good computer skills including some experience of Office (e.g. Word, Excel)
- Some experience of working or volunteering in an office
- Able to organise your work e.g. Make task lists.
- Able to prioritise
- Enjoy admin and organising things, creating organised systems.
- Can work on your own initiative
- Reliable
- Punctual
- Understanding of issues asylum seekers face
- Patient and able to communicate well with people who don't speak fluent English

Skills / experience you will gain in this role.

(You may have these already but if not we can teach you)

- Knowledge of Sheffield's voluntary sector
- Personal experience of volunteering
- Using a photocopier
- Writing case notes
- How to do admin work and
- Knowledge of UK systems.
- Using Office to email, write letters and use the database.
- Finding information on the internet
- Negotiating skills.

Benefits of volunteering in this role

The advanced admin role will give you excellent experience and all the skills that admin jobs will require.

- You will be able to demonstrate you are confident using MS office including Outlook, Access Database, Word and using the internet to find information.
- You will get experience of taking messages, dealing with emails, writing letters advanced telephone skills etc.
- There is a significant customer service element to the role through the telephone skills and case work which will help you to gain and demonstrate good organisational skills as well as interpersonal skills when working with people from many different backgrounds.
- You will get experience of working independently and also of co-operating in busy team and will have responsibility to make decisions e.g. prioritising and deciding who deals with emails, voicemail messages etc.
- You will also build up a good knowledge of the volunteering opportunities available in Sheffield. This might help you to move on to the follow up or advisor roles within the organisation or other advanced roles within charities in Sheffield.

Development or progression opportunities.

- Management experience through training and supervising other volunteers
- Train as an advisor within the volunteer centre
- The transferrable skills would enable you to move on to other advanced roles within charities in Sheffield.
- Opportunity to get experience of doing petty cash
- Opportunity to help prepare reports and gather monitoring statistics

Supervision

The Refugee Project Worker will be able to train and offer supervision to ensure that you are able to perform the role confidently.

Expenses:

Travel expenses will be paid for on the day you volunteer. If you volunteer for a full day we also offer lunch expenses up to £4.00