



Arabic Speaking Casework Volunteer

Day/Hours: Wednesday 10.45am - 2.00pm

Location: The Bridge, 43 Melton Street, LE1 3NB

Duties:

- To provide a warm welcome to asylum seekers using our service for the first time
- To register new clients in English and Arabic
- To work closely and professionally with volunteer interpreters if required
- To provide signposting and support to asylum seekers and new refugees to help resolve problems
- To make clear casenotes outlining issues raised and actions taken in appointments
- To input client data into Lamplight (our online database) when required
- To input register data into Lamplight (our online database) when required
- To respect confidentiality at all times

Skills and Abilities

- Good communication skills
- Reliable and dependable
- Confident with ICT
- Fluent in Arabic

Desirable Knowledge and Experience:

- Sensitivity to and awareness of the issues and challenges that people seeking asylum face
- An understanding of the UK asylum system and its related processes
- An understanding of the rights and entitlements of people seeking asylum in the UK
- Experience of working with interpreters

Please note that training will be provided on the above and are not essential requirements for the post

Please contact chloe@leicester.cityofsanctuary to express your interest