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**Haringey Migrant Support Centre (HMSC)** is a charity set up in 2012, staffed by volunteers and a small number of paid workers, to run a weekly service offering advice and support to migrants in Haringey and its neighboring boroughs.

The beneficiaries are migrants, often with insecure immigration status who have been affected by the 'hostile environment' agenda. They include migrants who have overstayed or are undocumented, individuals with significant health problems, refugees and asylum seekers, those with strong family ties to the UK, those with limited leave to remain but no recourse to public funds, etc. Around two thirds of the people we support are women, most of whom have children. HMSC assists visitors (clients) in many different ways on issues ranging from immigration to housing, welfare or health, for example: applying for legal aid in immigration cases, referring to solicitors, advising on support available from local authorities, finding emergency accommodation, securing or improving existing accommodation, alleviating immediate hardship (with food bank vouchers or individual grants), etc.

During the Covid-19 crisis, HMSC has been working with a limited capacity. We have now reorganized our services and we will be providing a weekly Monday triage service offering initial advice and signposting services on immigration, housing and welfare issues, followed by advice appointments with immigration advisers (from HMSC and Islington Law Centre) and housing/welfare advisers.

**Triage volunteers are currently working from the office – visitors are given the option of a face-to-face or telephone triage appointment.**

### Triage Volunteers

This role is suited to those volunteers who would like to have direct contact with visitors, in-person and over the phone, for an initial assessment of their situation, and to provide advocacy and assistance in a practical way. You will need to show determination to support our visitors, have excellent interpersonal skills, flexibility and initiative. Some previous knowledge of the immigration, welfare and housing system in the UK would be an advantage but not essential. Full supervision provided.

**When? Every Monday from 9.30am to 4.30 pm – From the office**

#### Tasks

- Speaking to visitors at their appointment slot and making an initial assessment of their situation, following a series of pre-set questions and entering all this information in our database.
- Filling in visitor records, collecting documents, making telephone calls, writing letters, filling forms or signposting to other services.
- Researching complementary services for signposting and referral purposes. Making referrals via phone or email and communicating responses to visitors and advisers.
- Undertaking any other required casework.

- Maintaining clear records of actions performed and results achieved in our case management system.
- Constantly liaising with members of staff and advisers to provide the best possible support for visitors.

### Commitment

- Need to be available to volunteer **every week**, on the day and times mentioned in the role description. We understand that there might be circumstances where a volunteer can't attend (e.g., holidays, illness), please try to inform us in advance so that we can organise cover.
- Need a minimum commitment of **6 months** (full training takes 4 weeks and experience is gradually built up 'on the job' and through peer support).
- Need to complete initial training and any additional training provided by HMSC.

### Requirements

- Personal qualities
  - ✓ Empathy and understanding of the complex issues faced by migrants.
  - ✓ Willingness to listen to the concerns of visitors to the centre.
  - ✓ Patient, calm manner when dealing with vulnerable visitors.
  - ✓ Good communication skills: ability to write clear letters and notes, and to deal with a range of people and agencies over the phone.
- IT and computer skills
  - ✓ **Good computer skills and knowledge of Office 365 are essential.** You will be working online, with cloud-based files, shared email addresses, online chats, remote video calls, etc. Some training can be provided but you should be comfortable using these kinds of systems.
  - ✓ Furthermore, we use a new case management system / database called Lamplight. Again, full training will be provided but you should be willing and comfortable to learn and work with new systems.

### Benefits

- Valuable experience at the frontline of a grassroots organization with hands-on casework experience, in a small friendly team at the Centre.
- Better understanding of immigration and refugee issues, rights and entitlements of migrants, as well as ways to deliver practical support to vulnerable migrants facing the 'hostile environment'. Additional training will be provided when possible.
- Professional reference after 4 months.
- Reimbursement of travel and lunch expenses (if/when we return to the office).  
Reimbursement of other expenses related to working from home to be agreed individually.