

ADMIN VOLUNTEER

TUESDAYS, 9.30AM-1PM (IN THE OFFICE)

Who we are

Haringey Migrant Support Centre (HMSC) runs a weekly service offering advice and support to migrants in London. These beneficiaries often have insecure immigration status and have been affected by the 'hostile environment' agenda. HMSC assists visitors (clients) in many different ways on issues ranging from immigration to housing, welfare or health.

The week is organised as follows:

- A New Enquiries line on Thursdays, where visitors are booked for a "triage" assessment for the following Monday.
- A Triage session (initial assessment) on Mondays.
- In-depth advice appointments on Tuesdays and the rest of the week with immigration, housing or welfare advisers.
- A group of Legal support volunteers make Exceptional Case Funding (ECF) applications, to obtain legal aid.
- A Catch-up line on Thursdays, where our existing visitors can get an update.
- Casework and follow-up every day of the week.

"Admin Volunteer": When and where

- **Every Tuesday, from 9.30am to 1pm**, starting as soon as possible.
- Minimum commitment of **6 months**
- Working from our offices in Haringey (N15 3AA). Remote working is not possible.

The main administrative task of the role will be coordinating Subject Access Requests.

What is a Subject Access Request (SAR)?

In order to fully advise our visitors, Haringey Migrant Support Centre (HMSC) needs to have access to their full records. Because our visitors are often very vulnerable, they do not always have copies of their documents and HMSC therefore needs to make a Subject Access Request on their behalf.

A Subject Access Request, or 'SAR', is a request that can be made to any 'data controller' to access records they may hold on an individual. A SAR is simply a written request made by or

on behalf of an individual for the information which they are entitled to ask for under the Data Protection Act. **The most frequent data controller that we request records from on behalf of our visitors is the Home Office** but sometimes we might need to request records from other data controllers such as the Police Service, Department of Work and Pensions (DWP), Social Services, etc. We also request data from our visitors' previous solicitors or from their medical practice. Each of these have slightly different forms or ways to make requests. There is a detailed handbook explaining how to make SARs.

Tasks

The role is administrative. It requires to be rigorous, thorough and pay attention to details. No prior legal knowledge is required.

- Follow the processes described in our handbook to make Subject Access Requests on behalf of our visitors to several bodies: the Home Office, but also tribunals, HMRC, DWP, the police, the Ministry of Justice, former solicitors, GP practices, etc.
- Liaise with our visitors to obtain their consent and the necessary information/evidence.
- Monitor all SARs made, liaise with the different bodies, chase up and make complaints if required.
- Flag any problem or pattern to the Casework Coordinator.
- Help with other types of casework if required.
- Maintain clear records of actions performed and results in our case management system.

Requirements

- No prior legal knowledge required.
- Good administrative skills essential.
- Very thorough, rigorous and great attention to details.
- Good communication skills, with ability to write clear emails and notes
- Patient, calm manner when dealing with vulnerable visitors.
- Good computer skills and knowledge of Office 365 are essential. You will be working with cloud-based files, shared email addresses, online chats, remote video calls, etc.
- We use a case management system / database called Lamplight. 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 experience, in a small friendly team.
- Professional reference.
- Reimbursement of travel and lunch expenses