



TRIAGE VOLUNTEERS

Haringey Migrant Support Centre (HMSC) is a charity set up in 2012, staffed by volunteers and a small number of paid workers, offering advice and support to migrants in London. The beneficiaries often have an insecure immigration status and are affected by the 'hostile environment' agenda. HMSC assists visitors (clients) in many different ways, on issues ranging from immigration to housing, welfare or health. We have weekly triage sessions (first assessment), followed by advice and casework when needed. Twice a month, we also run a social community space with a hot lunch and activities to support visitors' wellbeing, help foster connections and build community knowledge.

The role of **Triage Volunteer** 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 – In our offices in Haringey (N15)

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, scanning 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 except when Triage is closed***, on the day and times mentioned above. 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 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 organisation 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.

Contact: volunteering@haringeymsc.org

* Triage is usually closed once a month to allow us to catch up on casework. During these closures, volunteers may either take the day off or come into the centre to work on other tasks.