RECEPTION and ADMIN (SARs) VOLUNTEER

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 ways, 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.

We are recruiting a **Reception and Admin (SARs) Volunteer** to welcome our visitors at Triage on Monday mornings and to coordinate the **Subject Access Requests (SARs)** we make to the Home Office.

This role combines two distinct aspects: a detailed administrative role coordinating SARs, and a warm, front-facing role welcoming visitors to Triage.

When? Every Monday from 9.30am to 1pm – In our offices in Haringey (N15)

Tasks

1) Reception at our Monday Triage

- Ensure the room is in order for triage sessions
- Welcome visitors as they arrive by creating a friendly environment
- Offering and making tea and coffee for our visitors as they wait
- Clear up toys and flag any health and safety hazards to the appropriate staff member
- Monitor appointment lists and call those who are late ensuring to liaise with triage volunteers and staff

2) Coordination of our Subject Access Requests (SARs)

In order to fully advise our visitors, 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 (SAR) on their behalf. 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. Most frequently, SARs are made to the Home Office, to get a copy of our visitors' immigration file. Full training will be provided!

Your tasks will be to:

- Follow the processes described in our handbook to make SARs.
- 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
- Maintain clear records of actions performed and results in our case management system
- Ability to independently manage data gathering from our case management system and cloud service

3) Other tasks

- On busy triage days you may also be asked to support triage volunteers with scanning and photocopying documents and ensuring they are saved in the visitor's file.

Commitment

- Need to be available to volunteer **every week**, 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:
  - ✓ Patient, calm manner when dealing with vulnerable visitors
  - ✓ Ability to identify different health and safety issues that may arise such as making sure the fire exit isn't blocked by buggies, clearing up toys
- Good administrative skills essential. Very thorough, rigorous and great attention to details.
- Good computer skills and knowledge of Office 365, particularly MS Teams, Excel and OneDrive are essential.
- No prior legal knowledge required.
- Good communication skills, with ability to write clear emails and notes
- 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 organisation with hands-on experience, in a small friendly team.
- Professional reference after 4 months
- Reimbursement of travel and lunch expenses

Contact: volunteering@haringeymsc.org