Help Volunteer Role Description 

Help Volunteers support Borderlands members to find information

about specialist services available outside of Borderlands and to solve

their own problems. This role requires emotional resilience.

**Location:** The Borderlands Drop-in, The Assisi Centre, Lawfords Gate,

Bristol BS5 0RE

**Time Commitment:** Tuesday or Wednesday mornings (9.30 - 3.00) + occasional mandatory training. Help Volunteers work on a rota and have regular weeks off.

**Help Volunteers are;**

● Committed to making Borderlands members feel welcome, promoting their agency and respecting confidentiality

● Eager to learn from other Borderlands members and to listen to their expertise ● Excited by working within a multicultural team

● Enthusiastic about enabling members to navigate our services and find information ● Calm and able to work in a busy environment

**Working relationships:** You will work as part of a volunteer team which includes people who are asylum seekers and refugees. You will work closely with the Borderlands Drop-in staff team.

**Specific Duties and responsibilities:**

● Registering new members and providing information about Borderlands and our partners ● Talking one-to-one with members about problems they are facing, advocating on their behalf or signposting them to relevant services

● Using our phone interpretation service

● Referring eligible members for Borderlands’ Solidarity and/or travel fund

● Keeping accurate notes of information given and filing them in the office

● Promoting upcoming activities

● Follow Borderlands policies and procedures when volunteering. E.g. Equal Opportunities and Safeguarding Policies (these will be given to you at New Volunteer Training and are available on the website)

**Example morning at Borderlands:**

9.30: Volunteer meeting with staff members

10.00-12.30: Liaise with Welcome Desk regarding members who need registration or who would like support with a problem

1.00: Lunch with members and other volunteers

1:30-2.00: Write up notes

2.00-3.00: Debrief with staff

If you are interested in this role please contact Francisco Salgado at francisco@borderlands.uk.com

Borderlands (South West) Ltd, Registered Office: The Assisi Centre, Lawfords Gate, Bristol BS5 0RE

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