

Triage Volunteer

Role	Triage Volunteer
Service	Migrant Hub/Admin Team
Reports To	Migrant Hub Coordinator/Head of Operations
Location	Woolwich/Deptford
Time Commitment	One day a week (10am - 2pm) for a minimum of six months

Who are LRMN?

We offer refugees, asylum seekers and other migrants a specialist and holistic service. We advocate for people's rights, campaign for wider change, meet their basic needs and help them improve their wellbeing.

Why do we need you?

Triage volunteers are an essential part of our team, making sure that clients are able to access the right service. You will deal with initial client enquiries (in person, over the phone or by email), assess what support clients need and help them access the right service. This might be with us, a partner or another external service.

Our triage team is integral to the smooth running of LRMN. Without them our advisors wouldn't be able to provide life changing support to the people who access our services.

Our triage team are the first people that clients will talk to so it is essential that we offer a safe, welcoming and non-judgemental space and give them the right information about the services we offer. Given the demand that we face, volunteers help us do that.

What activities will you be involved in?

As part of our triage team, you will work with staff and fellow volunteers to:

- Welcome clients to our office/Migrant Hub and speak to them about their needs
- Help clients and referrers understand the services we offer and how to access them
- Respond to new referrals and upload them onto our case management system
- Contact clients to book in appointments and follow up referrals
- Take on other administrative tasks as identified from time to time

As you become more experienced, you may be involved in giving basic advice, providing support letters and other duties.

As a triage volunteer you will volunteer at our Migrant Hub drop-in service (in Woolwich on Tuesdays).

You will be supervised by our Migrant Hub Coordinator and you will liaise with staff across the organisation as appropriate.

What can you gain from this opportunity?

By volunteering with LRMN, you will:

- Make a difference to the lives of migrants, asylum seekers and refugees living in south-east London
- Be part of a diverse, knowledgeable and proactive team in an organisation that has been running for over 25 years
- Gain experience of admin work in a business environment
- Gain an understanding of the issues affecting refugees, asylum seekers and migrants
- Have regular support and supervision from the Business and Operations Officer
- Be provided out of pocket expenses to the value of £6 for lunch per day (if volunteering 4+ hours) & up to £15 travel expenses (when volunteering in the office for 4+ hours)

Is there induction and training?

Yes, we provide a comprehensive induction to all new volunteers. This covers roles and responsibilities, safeguarding, record keeping and use of our client management system (Advice Pro).

You will be provided with the training needed to perform the role and will have the opportunity to join training with the whole LRMN team.

Who are LRMN looking for?

We're looking for someone who is:

- Passionate about supporting migrants, refugees and asylum seekers
- Friendly and approachable and can manage professional boundaries
- Excellent at communicating
- Proactive and able to use own initiative
- Organised and methodical in their work
- Respectful of client confidentiality
- Experienced in working with multicultural communities
- Able to use their digital skills to make referrals and manage online systems

LRMN is committed to equality and diversity. We pride ourselves on having a diverse team with a range of experiences. We encourage people with lived experience of the asylum and/or immigration system to apply. If you need additional support to apply or volunteer, please contact us.

What commitment do you need to make?

We ask volunteers to commit to volunteering at least 4 hours (10am -2pm) for at least six months.

How can you apply?

If you are interested in this role, we would love to hear from you. Please apply via [CharityJobs](#).

If you have any questions, please email info@lrnmn.org.uk.

Volunteers will be required to provide two referees and undergo a basic DBS check. This is an unpaid volunteer role.