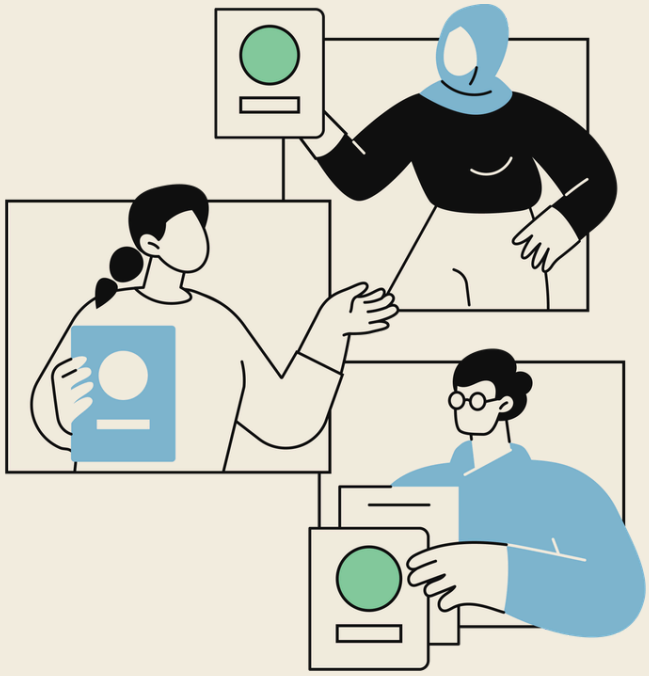
Refugee & Migrant Justice



Casework Volunteer JD

rmjustice.org.uk

ABOUT US

Refugee and Migrant Justice (RMJ) is one of the UK's largest charities providing immigration and asylum advice, dedicated to supporting refugees, asylum seekers, and vulnerable migrants to access justice and rebuild their lives.

As an IAA Level 3 accredited organisation, we represent clients at every stage of the immigration and asylum process, including appeals up to the Upper Tribunal of the Immigration and Asylum Chamber. Our work also extends beyond legal advice: we support individuals facing destitution to access housing, financial assistance, and other essential services to which they are entitled.

At RMJ, we are not only committed to delivering high-quality legal support—we are also working to change the system. Our team actively campaigns for a fairer and more humane immigration system. This means our caseworkers have opportunities to contribute to strategic litigation, policy engagement, and wider advocacy work that drives meaningful change.

We particularly welcome and encourage applications from Black, Asian and Minority Ethnic individuals, and those who are migrants or refugees, and who have lived experience of the impact of UK immigration policy and/or of rough sleeping. This includes individuals with direct experience or experience gained through supporting family members with the challenges posed by immigration and asylum practices- those who have been or could have been clients of RMJ.

If you are passionate about justice, human rights, and supporting some of the most vulnerable people in society, we would love to hear from you.



OUR VALUES



Independent

We answer only to Refugees and Migrants, our work serves their interests. We show independence by making decisions only for their benefit and have systems to ensure we are accountable.

Inclusive

We create spaces where everyone feels valued, and where every voice is heard. People with lived experience are experts in their own lives, and we are committed to ensuring employees, volunteers and people we work with are at the heart of the decisions we make.

Stronger Together

We believe the best impact is achieved together. By collaborating with other organisations, sharing learning, solutions, and data, we strengthen our sector and deliver lasting change.

Anti-Oppressive

We understand how anti-migrant policies and narratives intersect with class-based, racial, gendered and other forms of oppression. True equality before the law and access to justice can only be achieved by addressing systemic inequalities and structural barriers.

ROLE

OVERVIEW



RMJ is looking for compassionate and committed volunteers who are seeking to gain work experience in the charity sector supporting asylum seekers and refugees (RAS) with housing, benefits, asylum support and general welfare matters. We are committed to offer relevant training and experience that would help support individuals to enter the job market.

Working under the supervision of specialist caseworkers you will work face to face with clients and assist in follow up casework.

We particularly value volunteers with lived experience.

ROLE

DETAILS

Relationships: The post holder will report to the Specialist caseworkers.

What you will recieve:

- Role specific training, training on issues affecting asylum seekers and refugees
- Ongoing individual supervision and meetings
- Lunch and travel expenses (up to £10 lunch, up to £10 travel)

Time Period: This role requires a minimum 6 month commitment for at least one day a week during office hours (Mon-Fri 10am-4pm).

Where will you be working: For the first three weeks, you will receive training in the Stratford office and you will be shadowing your supervisor in the office.

An essential part of the RAS casework volunteer role, will require all volunteers to be available on Thursdays (9am - 4pm) for foodbank assistance and RAS drop in.

KEY RESPONSIBILITIES

- Greeting clients and creating a warm and welcoming atmosphere for them
- Working with vulnerable clients on casework of a complex nature
- Dealing with external agencies such as Social Services, Migrant Help, etc., on behalf of clients
- Handling incoming phone calls and client drop ins, providing prompt responses and forwarding to appropriate staff member where necessary
- Perform general clerical duties including photocopying, faxing and mailing
- Handle requests for information and data and follow up with appropriate staff member
- Schedule and coordinate meetings and appointments with clients
- Keeping accurate case records on the data base
- Applying for cash grants application

You will be required at all times to respect:

- RMJ's confidentiality and any other relevant policy
- Safeguarding policies

PERSON

SPECIFICATION

Essential requirements:

- A commitment to volunteer on Thursday for six months
- A calm and professional manner, capable of dealing with complex information whilst under pressure
- Confidence in applying new learning in a fast-paced environment
- Good knowledge of Microsoft Office programs, including Outlook, Word, and Excel
- Excellent organisational, written and verbal skills
- Works well individually as well as within a team
- Detail oriented and committed to meeting deadlines
- Ability to problem solve in a fast-paced environment
- Fluent English

Desirable requirements:

- An awareness of some of the issues that affect asylum seekers, migrants and refugees
- Ability to speak in another language
- Experience of working with people whose first language is not English

VOLUNTEER

VOICES



At RMJ we are incredibly grateful for the time, passion and dedication our volunteers give to supporting our mission and helping us make a difference in the work we do.

Our volunteers come from all walks of life, each brining their own unique experiences, perspectives and skills. In return, volunteering offers an opportunity to learn, grown, build confidence and gain valuable insight.

RMJ is proud to share the voices of some of our wonderful volunteers, sharing their experiences and what volunteering with RMJ has meant to them.

> **It surpassed my expectations; I was given more responsibility than I had expected and was given more opportunities to learn than I had expected I would**

> **RMJ is a great organisation, the work that is undertaken here is truly so important, and I think for anyone who is interested in the area of law they practice, it is a great experience for on the ground, practical learning and understanding**

HOW TO FIND US



Stratford Office

The People's Place
80-92 High Street
London
E15 2NE

We practice a hybrid working environment, with Stratford serving as our main place of work. We typically ask colleagues to spend around 40% of their working week in the office, with flexibility to work remotely for the remainder.

Transport links to Stratford

Underground & Train:

Stratford Station is the closest major hub, located a short walk away. It is served by the Jubilee and Central lines, the Elizabeth Line, DLR (Docklands Light Railway), and National Rail services.

Bus:

Several local bus routes stop near Stratford High Street, including lines 25, 108, 425, and D8.

Ilford Office *

Cardinal Heenan Centre
326 High Road
Ilford
IG1 1QP

**We have a weekly drop-in / food bank. This takes place on Thursday from 10am to 1pm.*

Transport links to Ilford

Underground & Train:

Ilford Rail Station is the closest train link. It is roughly a 15-minute walk from the office. The Elizabeth Line provides frequent, direct services to and from Stratford, London Liverpool Street, and Romford

Bus:

A variety of local bus routes stop near the High Road and Ilford Station, including routes 25, 86, 123, 129, 147, 150, 167, 169, 179, 296, 396, 425, and EL1.

HOW TO APPLY

Only volunteers who submit CV and a cover letter will be shortlisted. The cover letter must clearly outline their motivation for applying and demonstrate how they meet the essential criteria of the person specification. To apply, email your CV and cover letter to recruitment@RMJustice.org.uk



We understand that some applicants may choose to use tools such as CHATGPT or other AI platforms to help write their cover letter. We want to remind our applicants that if you are going to use these tools, it is important that your response genuinely reflects your own experience, your understanding of the role and your motivation to wanting to work with us. We have found that when applicants rely heavily on AI, cover letters can become generic and similar to one another.

Please note that we do not use AI at any stage of our shortlisting process. Applications are reviewed by our team, with a focus on your experience, skills and suitability for the role.

The closing date for applications is Sunday 22nd November . Applications received after this date will be unlikely to be considered.

What happens if you apply and are you shortlisted?

- We will interview applicants week commencing 30th November.
- You will be asked to complete a DBS check at interview (this is a requirement of working with vulnerable adults and children)
- You will be asked to provide a reference
- Mandatory online training on Rights and Entitlements, Policies and Procedures and case management databse training will take place on Tuesday 8th December and Tuesday 15th December.

