
Role

The Haven Wolverhampton offers a comprehensive support service for residents in refuge and our clients in the community.

Benefits & Immigration volunteers support staff with administrative duties and helping our service users apply for welfare and housing benefits and understanding issues surrounding immigration.

What are the benefits?

- Become part of a friendly, diverse and dedicated team
- Gain experience in Benefits & Immigration processes
- Access training in Domestic Abuse Awareness and related issues
- Develop key employability skills

What activities will I be involved in?

- Provide administrative support to the Benefits & Immigration team
- Help residents with budgeting for rent and household expenditure
- Signpost to, and liaise with, external agencies and partners.
- Input accurate information into The Haven database.
- Carry out administrative duties such as filing, email, archiving.

What skills and abilities will I need to have?

- High level of communication skills, verbal and written.
- Team worker and ability to work on own initiative.
- To record information accurately.
- Ability to adhere to relevant policies and procedures.
- Maintain confidentiality at all times.
- Ability to react sensitively to a wide range of people who may be in distress.
- Possess a non-judgemental and open-minded attitude.
- Commitment to support vulnerable women and children

Additional Information

Location	The Haven, Wolverhampton
Hours	Flexible hours Monday to Friday, minimum 1 day per week
Training	Volunteers will be expected to complete the following training: <ul style="list-style-type: none">• Domestic Abuse Awareness (one-day course)• Safeguarding Adults and Children (e-learning)
Responsible to	Benefits & Immigration Officer
Expenses	The Haven offers reimbursement of travel expenses

Due to the nature of our work, Schedule 9 (1) of the Equality Act 2010 applies therefore applications from women only will be considered.

Under the Care Standards Act 2000, all roles are subject to an Enhanced Disclosure from the Disclosure and Barring Service (DBS).

To apply

If you think this role is right for you, you can find an application form on our website:

havenrefuge.org.uk/volunteering

or contact:

Avril Simpson
The Haven Wolverhampton
Volunteer Service Coordinator
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