

Role Information

- **Days and hours:** 1 day: Wednesday/ or Thursday from 10 am to 4 pm
- **Term:** Minimum commitment of 4 months
- **Reporting to:** Welfare Adviser
- Volunteers are entitled to travel expenses to and from the place of work (and lunch for each full day). Please note expenses will be reimbursed against receipts only

About the role

As the Welfare Advice Assistant, you will be supporting the Welfare team through administrative and key tasks to maintain high-quality advice and casework services at IRMO.

This will be achieved via:

- Carrying out administrative follow-up tasks and email communication with users;
- Completing referrals to partners and external agencies;
- Data collection and monitoring on our CRM system.

IRMO's welfare advice services covers a wide area of benefits and housing and this is an opportunity to learn about the benefits system in the UK. This is also an ideal role for those looking to develop their data monitoring and evaluation skills as your work will directly contribute to reports to funders. The post holder will be working in collaboration with other advisers (staff, partners and volunteers).

Main tasks and responsibilities

- Sending users emails with the advice notes, service feedback form and information on IRMO's services;
- Assist in tasks to complete cases and applications as identified by the welfare adviser;
- Collect and complete information and data on our CRM system;
- Completing internal referrals to other departments and services at IRMO;
- Referring clients to other sources of help, for example solicitors, social workers or special case workers, completing all necessary referral forms;
- Contacting users to record the outcomes of their cases;
- Flexibility to travel to 2 predetermined external locations in South London (one day per week).

Person specification

- Verbal and written communication skills in English and either Spanish and/or Portuguese are essential;
- We are looking for a flexible and enthusiastic person who is confident in working in a multicultural and multilingual environment;
- Good IT skills, including in using Microsoft and Google suite packages, Word, Excel, PowerPoint, and databases;
- Ability and patience to guide those unfamiliar with IT;
- Good interpersonal and communication skills and attention to detail;
- A caring, sensitive and non-judgemental manner;
- Tact and diplomacy to deal with sensitive and confidential information;
- Ability to learn quickly and adapt to CRM systems;
- Thorough in following-up on actions and ensuring referrals are completed.

Additional Requirements

- Two references from current/previous employers;
- Enhanced DBS Check (completed through IRMO);
- Safeguarding Level 1 certificate (completed through IRMO);
- One month trial period.

Please note that welfare advice experience is not required for this role. However, if you do have previous advice experience there is the possibility for further training to advise on applications.

Benefits from Volunteering at IRMO

- Gives the opportunity of helping others and to give back;
- Creates an ideal space to learn new skills in a multicultural, cooperative and inspiring environment;
- Get involved with the Latin American Community and increase knowledge of the situation of Latin American migrants in the UK;
- Helps to gain experience and strengthen previous skills to face UK's competitive job market;
- Enhance CV and get references (after 3-month period) for further impact on the employment status;
- Participate in training sessions with high quality learning outcomes (in-house and external) in areas related to the role;
- Receive regular supervision and support.

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