

Volunteer Role Description

Community Support Volunteer

Days and Hours	Monday or Thursday from 9.30am to 5.pm
Term	Minimum commitment of 6 months.
Supervised by	Community Support Assistant
Location	IRMO - Unit 9, Warwick House, Overton Road, London, SW9 7JP

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 IRMO

IRMO works to enable the development, agency, and participation of Latin Americans and other Spanish and Portuguese speakers, by responding to both immediate needs and structural inequalities. We do this by offering high-quality information and advice services, opportunities for development and training, and a platform to seek social and systemic change. Our work is organised across three main operational areas - Advice and Casework; Education, Training and Employment; Children and Young People - and a cross-cutting area - Advocacy, Research, Policy Mapping and Campaigning. More information at www.irmo.org.uk.

About our welcome area and community support team

The Community Support team acts as the main point of contact for the Latin American community and IRMO, where we identify their needs and enquiries, triage the support and services to be allocated and share relevant information. The Welcome Area plays a key role in the daily operations of the organisation; offering a range of support services, which include interpreting, referrals and signposting, broadcast of information and events, amongst others.

About the Role

As part of our Community Support team, you will play a key role in ensuring the fulfilment of our users' needs by sharing information about our services, projects, and activities; this takes place in person, through our digital channels and helpline. Additionally, you will be responsible for keeping up to date information about other services and partner organisations.



The primary challenge faced by the Latin American community is the language barrier, which hinders their comprehension of the UK system and their entitlements. Taking part in the Community Interpreting service, you will support service users in navigating these obstacles, enabling them to establish a more integrated life in the UK.

This is an exciting opportunity for anyone who wants to better understand the challenges faced by the Latin American community in London; use their language skills in a positive and impactful way; and develop valuable administrative and customer service skills in a multicultural, fast-paced organisation.

Main tasks and responsibilities

- Connecting service users to our services, projects and activities in person or by answering phone calls and emails
- Supporting users with general enquiries, referring them to relevant services within our organisation as well as signposting and referring to external services
- Registering users on our database and keeping accurate records of services offered
- Monitoring internal calendars and appointments
- Sharing useful, up-to-date information with users as instructed by other team members
- Ensuring internal communications, flyers and handouts are up to date
- Interpreting calls for service users and supporting with non-official translations
- Supporting community members with basic application forms
- Liaising with staff in other departments and with external contacts

We are looking for someone who is/has:

- Good verbal and written communication skills in English and Spanish and/or Portuguese
- Ability to work effectively as a member of a team and with a diverse population of service users, staff and partners
- A caring, sensitive and non-judgemental approach
- Ability to cope with stressful and emotionally challenging issues
- Professionalism to handle sensitive and confidential information
- Excellent organisational skills, attention to detail and ability to multitask
- Ability to set their own work priorities, take initiatives and work with minimal supervision.
- Good IT skills, including in using Microsoft and Google suite packages and different database systems





Additional requirements

- Two references from current/previous employers
- Enhanced DBS Check (completed through IRMO)
- Safeguarding Level 1 and 2 certificate (completed through IRMO)
- One month trial period

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 a 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.

Contact volunteer@irmo.org.uk for more information.

THANK YOU FOR YOUR SUPPORT

