

Volunteer Role Description

Health & Wellbeing and Outreach Volunteer	
Days and Hours	One half day per week. Day and hours TBC.
Term	Minimum commitment of four months, starting ASAP.
Supervised by	Community Health and Wellbeing Lead.
Location	This is a London based opportunity , candidates are required to work from IRMO's centre and other external locations
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 Health and Wellbeing Project

Our Health and Wellbeing Project aims to improve the health equity for the Latin American community in South London, overcoming challenges such as cultural and language barriers, digital literacy, lack of information, etc. and addressing structural inequalities and discrimination.

Through outreach work, one-to-one consultations, webinars and workshops, we support people to access basic services such as GP registration, dental care, medical appointments and mental health support.

Working in collaboration with other organisations, we promote awareness and share information around health needs that are particularly relevant to the Latin American



community, as well as other chronic health conditions identified as prevalent in Lambeth and Southwark.

We also run informative campaigns using our social media channels to produce, translate and disseminate relevant information materials and resources in Spanish and Portuguese.

Taking a wider understanding of health and wellbeing, we consider an essential part of this work to address the multiple and complex needs of our community. Therefore, we support people to access advice and support on housing, employment, welfare and immigration, among others, provided by IRMO and other organisations.

About the Role

As part of IRMO's Health and Wellbeing team, you will support members of the Latin American community and other Spanish and Portuguese speakers during one to one and outreach sessions.

Your responsibilities will include supporting community members accessing health services such as GP, hospital, mental health and sexual health services; assist in events; and follow up on service users when needed.

IRMO's Health and Wellbeing work is delivered in partnership with different organisations.

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 customer service skills in a multicultural, fast-paced organisation.

Main tasks and responsibilities

- Providing community members with up-to-date, accurate information about health and wellbeing related topics relevant to the community
- Delivering weekly one-to-one support sessions and follow-up on enquiries from service users
- Make phone calls to service providers and partner organisations
- Supporting the development or translation of informative resources in Spanish and Portuguese, such as handouts and how-to guides (depending on the volunteer language skills)
- Participate and organise events and outreach activities and sessions





We are looking for someone who is/has:

We are looking for enthusiastic individuals with a genuine vocation towards supporting the Latin American migrants and refugees.

Skills, Abilities and Knowledge

- Academic background in health . Students in the last years of their studies will be also considered (D)
- Excellent verbal and written communication skills in Spanish (E)
- Good verbal and written communication skills in English (intermediate level)
- Ability to interact with service users from all backgrounds in a friendly, approachable and supportive way
- Ability to work with service users in a way that promotes their rights and dignity, while being aware of relevant boundaries
- Ability to set own work priorities and take initiative
- Ability to work collaboratively as part of a team
- Good IT skills, including competence in Google Workspace applications, and Microsoft applications,
- Understanding of issues facing the Latin American community in the UK

Personal Attributes

- Professional, positive and flexible attitude
- Self-motivated and resourceful
- A welcoming and empathetic approach to work that takes into account people's circumstances and feelings
- Commitment to applying a non-judgemental, non-discriminatory and non-hostile approach when dealing with migrant communities
- Commitment to [IRMO's vision, mission and values](#)

Additional requirements

- Two references from current/previous employers and/or volunteering
- Basic DBS check (completed through IRMO)
- Safeguarding Level 1 certificate (completed through IRMO)
- One-month trial period





Benefits from volunteering at IRMO

- Gaining valuable professional experience and developing transferable skills to support career progression in the UK
- Learning new professional skills in a multicultural, cooperative and inspiring work environment
- Enhancing your CV and receiving work references (after completing three months as a volunteer)
- Receiving regular support and supervision to guide your development
- Accessing training and development opportunities (in-house and external) in areas related to the role
- Getting an involved, deeper understanding of the Latin American community in the UK
- Utilising your experience to help others navigate their challenges and to give back to the community.

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

THANK YOU FOR YOUR SUPPORT

