

Volunteer Role Description

Name of the Role: Welfare Volunteer

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| Days and Hours | One full-day per week - on Tuesdays or Fridays, 9:30 am to 5 pm, including a one-hour break |
| Term | Minimum commitment of 6 months |
| Supervised by | Welfare Adviser |
| Location | IRMO - Unit 9, Warwick House, Overton Road, London, SW9 7JP |

Volunteers are entitled to travel expenses to and from the place of work (lunch for each full day). Please note expenses will be reimbursed against receipts only.

At IRMO, we are committed to fostering a diverse and inclusive environment. We actively encourage applications from individuals with protected characteristics, including race, ethnicity, gender, sexual orientation, disability, and age. We particularly invite Latin Americans, those who identify as members of underrepresented and marginalised communities, and individuals with lived experience of the immigration and asylum system, to reflect the community we serve. We are dedicated to ensuring accessibility in our recruitment process and volunteer opportunities. If you have specific accessibility needs, please let us know, and we will make the necessary accommodations.

About IRMO

IRMO works to enable the development, agency, and participation of Latin Americans and other Spanish and Portuguese speakers, by responding to 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 Welfare Benefits and Housing area

Our advice sessions cover a wide range of welfare and housing issues. Our experienced advisers offer support with housing benefits, illegal evictions, rent arrears and homelessness applications.



We provide support to navigate the UK's welfare benefits system, including applications for support for long-term illnesses or disabilities, child benefits, Universal Credit and more. We challenge decisions made by public bodies through mandatory reconsiderations and make referrals to our trusted partners when needed.

About the Role

As the Welfare Advice Assistant, you will support 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.

Main tasks and responsibilities

- Sending users emails with advice notes, service feedback forms 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 users to other sources of help, for example, solicitors, social workers or special caseworkers, 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).

We are looking for someone who is/has:

- Verbal and written communication skills in English and either Spanish and/or Portuguese;
- 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;
- Good interpersonal and communication skills and attention to detail;
- A caring, sensitive and non-judgemental manner;
- Knowledge of how to deal with sensitive and confidential information;





- Ability to learn quickly and adapt to CRM systems.

Additional requirements

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

Benefits from volunteering at IRMO

- Allows helping others and giving 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 the UK's competitive job market;
- Enhance CV and get references (after 6 months) 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

