

## Volunteer Role Description

<b>Name of the Role:</b> Community Support Assistant	
<b>Days and Hours</b>	1 day a week (Tuesday, Wednesday, Thursday or Friday) from 9.30am to 5pm, including one-hour break
<b>Term</b>	Minimum commitment of 6 months, with the possibility of extension - Start date as soon as possible
<b>Supervised by</b>	Community Support Worker
<b>Location</b>	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](http://www.irmo.org.uk).

### About our 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

Our Welcome Area and Advice team are the backbone of our organisation. Working directly with our community support worker, you will be a vital point of contact for our community of Latin American users.

By supporting our Welcome Area and collaborating with the community support worker, you'll play a key role in our daily operations, ensuring that our users' needs are met by providing information on and promoting our different services, projects and activities, as well as signposting and sharing information from partner organisations as well.

This is an exciting opportunity for anyone who wants to understand the challenges faced by the Latin American community in London; use their language and interpersonal 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

- Introducing users to our services, projects and activities - assisting with all of our channels of communication; from contacting users via telephone and email to preparing social media content, etc.
- Supporting users with general enquiries, referring them to relevant services within our organisation and referring or signposting to external services.
- Registering users on our database, recording data.
- Sharing useful, up-to-date information with users as instructed by other team members.
- Responsible for delivering Community Interpreting appointments (No Legal Advice required).

## We are looking for someone who is/has

- Good verbal and written communication skills in English and Spanish.
- Ability to work effectively as a member of a team and with a diverse population of users, staff and partners.
- A caring, sensitive and non-judgemental approach.
- The ability to cope with stressful and emotionally challenging issues.
- Professionalism to handle sensitive and confidential information.
- Excellent organisational skills and attention to detail.
- Ability to set their own work priorities, take initiatives and work with minimal supervision.





## Desirable

- Verbal and written communication skills in Portuguese.

## Additional requirements

- 2 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 the 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.

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 necessary accommodations.

Contact [volunteer@irmo.org.uk](mailto:volunteer@irmo.org.uk) for more information

*THANK YOU FOR YOUR SUPPORT*

