



North of England
REFUGEE SERVICE

VOLUNTEER WELCOME PACK

11/2013



Volunteer: _____

INDUCTION SHEET	Yes	No	Date	Signature
CRB Send				
Informal discussion				
References				
Application Form completed				
Introduction to NERS and its relation to other organisations				
Introduction to volunteering role				
Hours of work, access to office				
Volunteer expenses				
Support and supervision arrangements				
Volunteer training arrangements				
Signed confidentiality statement				
Insurance information & discussion				
Discussion on risk assessment of volunteering roles				
Volunteers' responsibility to Benefits Office.				
Discuss unrealistic demands beyond the scope of the volunteers' role and training.				
Discuss the fact that first two months are for a test period, during which both parties can decide whether the volunteer role & placement are suitable.				
Any special needs				
INTRODUCTION:				



Equal opportunities				
Confidentiality				
Grievances				
Volunteering policy				
Data Protection statement				
NERS QUALITY MANUAL:				
Booking/registering with a GP				
Booking an Interpreter				
Donated Items				
External calls				
Internal calls and faxing				
Reception Duties				
Handling incoming and Outgoing mail				
Introduction to staff & other volunteers				
Layout of office environment				
Health & Safety				
Fire Drill				
Fire fighting equipment				
First Aid Kit				
First Aider				
Door security/control				
Electrical equipment				
Kitchen equipment				
CRB received				

Signed (Volunteer) (Volunteer Co-ordinator)

Date:



Background to North of England Refugee Service

Who we are and who we help:

The North of England Refugee Service (NERS) was established in 1989. It is an independent, charitable, not for profit organisation, which works to improve the conditions of life for all asylum seekers and refugees. It provides free, confidential and impartial assistance, advice/information and support to:

- All people within the asylum process and all those with post asylum positive/negative decisions
- Those people granted Exceptional Leave to Remain or Humanitarian Protection
- Refugee Communities at large

Who have come to live in the North of England i.e. the counties of Northumberland, Tyne & Wear, Cumbria, Durham and the Tees Valley.

All NERS activities are aimed at assisting the integration and equal contribution of its clients within British society. It represents the interest of its clients by advocating the rights of its clients and promoting recognition within the voluntary and statutory agencies of the support needs of asylum seekers and refugees, so that they are given equal access to services free from discrimination.

Since 2000, NERS has been operating the One Stop Service for the North East region. This service is for all those who are in the asylum process and are entitled to support from the UK Home Office National Asylum Support Service (NASS), which was established under the Immigration and Asylum Act of 1999, and including all those with post asylum positive or negative decisions. (eg. Those referred to Social Services for support)

How we aim to help:

All our services are free and confidential. We operate an open door and an appointments system where we will discuss the needs of our clients individually.

Advice we offer:

- We assist new arrivals in accessing emergency support, welfare, housing, legal representation and health care
- We assist in making applications for support to NASS
- We contact NASS on behalf of our clients if there are any complaints or concerns about support
- We offer information and advice on rights, and help in securing legal representation for applications for asylum, renewal of leave to remain, asylum appeals, travel documents, support in detention, assisted voluntary return
- We promote clients' interests with other organisations if wished
- We assist in making applications for Social Services support where appropriate



Volunteering with NERS

Volunteering with NERS is an exciting prospect for people from all sections of the community to give their time to helping to make a difference in the lives of asylum seekers and refugees.

Through our well-supported volunteer network we offer opportunities for cross-cultural exchange, mutual support and sharing of ideas and experience.

Our Volunteer programme brings together people from many communities, creating a rich diversity of cultural background within NERS. This gives a valuable resource for advice and support. The many volunteers who perform important roles throughout the organisation enhance NERS' service.

What can I get from volunteering with NERS?

- Gain vital work experience
- An opportunity to do something really different and help to improve peoples' lives
- An opportunity to gain a more rounded CV and workplace skills to assist training applications and job applications
- An opportunity to gain new friends and to gain a valuable insight into other peoples' cultures

Where would I be volunteering?

You can be placed in any of the four offices in the NE Region, depending on where your help, skills and enthusiasm are needed most and what your preferences are. NERS Offices are at Jesmond, Bigg Market-Newcastle, Sunderland and Middlesbrough.

Who would I be helping?

You could be working alongside professional staff to help:

- Clients, including refugees and asylum seekers

What would I do as a volunteer?

- Welcome and screen clients at the reception desk
- General Administration work – filing, letter writing etc
- Support work upon training
- General interpretation work within the office
- Befriending clients (Middlesbrough only at the moment)
- Any other work as directed and agreed with the Volunteer Coordinator
- Mentor refugees - Time together
- Mentor Asylum seeker - Easy Project
- Awareness raising & integration - Community integration project
- Awareness raising & integration – Youth integration project

Who pays for volunteer expenses?

NERS meets volunteer travel expenses at the cost of public transport and part of the lunch expenses, provided you work a minimum 4hrs per session per day.



What qualification do I need?

None! At NERS we strongly believe that everybody has something to offer. Irrespective of your skills and experience, once you have made the commitment, we will provide the relevant training offering you an exciting volunteering opportunity with NERS.

Will I be given training?

When you start volunteering at any of our offices, you will be given practical help, training, and advice from the local Volunteer Coordinator, as well as a support worker who becomes your mentor. Training involves shadowing experienced workers, going through three training modules and external courses as seen relevant by the NERS Training Advisory Group, taking into account the resources available.

Contact details:

Regional Volunteer Coordinator – rm@refugee.org.uk

The Project Administrator – volunteering@refugee.org.uk

Tel: 0191 245 7311

Fax: 0191 245 7320



NORTH OF ENGLAND REFUGEE SERVICE

Volunteer Opportunity: Terms of Reference

Name of Volunteer NERS Office

Address:

.....

.....

Responsibilities of Volunteer:

- I will be available most weeks, outside of holidays, for hours per week. If I am unable to attend for the relevant hours, I will let the Refugee Service know this in advance
- I understand that my role in relation to clients and NERS is to help and support clients within the limits of my ability, experience and training, in accordance with the guidance given to me by the Volunteer Co-Ordinator and NERS staff
- I will co-operate with NERS and its staff in the fulfilment of NERS responsibilities towards its clients, and in accordance with all NERS policies
- I agree to treat all clients, other volunteers and staff equally, regardless of race, ethnic origin, religion, nationality, political opinions, disability, gender, sexual orientation or membership of a social group in fulfilment of NERS Equal Opportunities Policy
- At all times, present and future, I will respect the confidence of the client and will not disclose any matter or information that I gain through this volunteering opportunity to any other person other than the Volunteer Co-ordinator and such persons as agreed by NERS
- Where appropriate, I am happy to submit simple outline reports of any assistance given to clients on forms supplied by NERS
- I understand that this opportunity is subject to a test period of two months following successful completion of initial training, and that it is subject to review and renewal at the end of every six-month period, calculated from start date.
- I understand that if upon review, and at the end of the aforesaid six month period, it becomes apparent that the opportunity is no longer viable and or has become surplus to requirements, NERS will advise me accordingly, and terminate the opportunity.
- I understand that if there are any changes of circumstances, regarding my references and or my CRB checks, during the time that I have availed myself to this volunteering opportunity at NERS, it is my responsibility to disclose the change to NERS, failure of which might be deemed to be an act in bad faith.
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Responsibilities of NERS:

- The volunteer will be supported by, and given training by or arranged by the Volunteer Co-ordinator
- Supervision meetings will be held to monitor volunteers' development and training.
- Travel and other reasonable out of pocket expenses will be reimbursed as detailed in the NERS Volunteer Policy
- The volunteer will be treated as an equal team member and have rights in relation to this as laid out in the Volunteer policy statement and the Equal opportunities policy.
- The volunteer has the right to use the complaints and grievance procedure. The first informal stage of this is to explain the problem to the Volunteer Co-ordinator or Team Leader, who will try to resolve the matter informally. If this cannot be done, then the volunteer will be advised of the next formal steps to take
- To respect the skills, dignity and individual needs of the volunteer and to do our best to adjust to these individual requirements



- To be receptive to any comments from the volunteer regarding ways in which we might mutually better accomplish our respective tasks
- To ensure that this volunteer role and opportunity, is reviewed and renewed at the expiry of every six-month period, from start, and that the volunteer is advised of any change of circumstances regarding the need to continue offering the opportunity.

Note: Any assistance rendered by the volunteer will be accepted as a donation in kind, provided to the service users.

I confirm that I have read and understood the terms of reference relating to the opportunity that NERS is offering me as a volunteer; and that I have been given a copy of the volunteer development policy and other relevant induction papers.

Signed (Volunteer) date

Signed (Volunteer Co-ordinator) date



NORTH OF ENGLAND VOLUNTEER SERVICE

Data Protection Act: Volunteers

The Data Protection Act 1998 regulates the way in which certain information about you is held and used.

This sheet will give you some useful information about the type of information, which we keep about you and the purpose for which it is kept.

We will retain:

- Your application form;
- The references we received about you for purposes of deciding whether or not we should offer you this volunteering opportunity
- Details of any disciplinary or grievance issues either raised by you, relating to you, or in relation to which you give statements;
- Training records;
- Details of supervisory meetings;
- Other information you give us.

We will retain this information confidentially within our organisation, and will only supply this information if legally obliged to do so, or for the purposes of providing you with a reference.

Subject to certain conditions, individuals have the right to see information held about them, and the right to correct this if our information is incorrect. You may discuss this with us for further information if you so wish.

I acknowledge receipt of a copy of this sheet.

..... (Volunteer's Name)

Date

Signed for NERS:

..... (Name)

Date



CONFIDENTIALITY

Some do's and don'ts of confidentiality for volunteers:

Do:

- Share with staff any concerns you might have about anything a client has disclosed
- Be careful what you talk about so that you don't break confidentiality
- Ensure that information about your volunteering that you share with family, friends and colleagues is restricted to general information only
- Maintain a safe system for recording confidential information about clients
- Be aware of your own needs and limits about what you disclose to clients

Don't:

- Promise to keep a secret
- Reveal personal information about clients to anyone outside NERS, or to whom you are not authorised to disclose this information
- Disclose confidential information about clients to anyone without their written or express consent



North of England
REFUGEE SERVICE

CONFIDENTIALITY STATEMENT

Declaration regarding confidentiality

All information concerning individual clients must be treated in strict confidence.

In order to maintain confidentiality and security of information, all NERS staff and volunteers must abide by the following rules:

1. Never disclose any information about the client's background or political activities.
2. Never disclose any information about a client's present or past situation except insofar as this is necessary for the purpose of obtaining social security benefits, housing, education, employment, health or any other assistance, which is being sought by the client. In such case, only that information related to and necessary for obtaining these benefits should be given. The client's consent must be obtained in all such circumstances.
3. Never remove personal files from the office unless it is essential for the benefit of the client, and even then, only with the prior agreement of the Area Manager or Team Leader.
4. Never mention the names of clients in casual conversation with people outside the organisation, or where people might overhear.
5. Always ensure that information of a personal nature about an individual client is securely locked away when not in use.

I agree to abide by the above rules.

Please print name:

Signature:

Date:

Volunteer Coordinator Signature

Date



EXPENSE REIMBURSEMENT FORM

North of England Refugee Service, 19 Bigg Market, Newcastle upon Tyne, NE1
1UN

Name of volunteer: _____

Name of volunteer team leader: _____

Project: _____

Date	Time in	Lunch from to	Time out

Expenses

Date	Lunch		Travel		Other purpose			Grand Total	
	£	p	£	p	Description of the purpose	£	p	£	p
Total									

Signed by volunteer: _____

Authorised by volunteer team leader: _____

Date: _____



To whom it may concern

1. I have prepared/bought lunch for myself for £_____.

Total £_____per week. (If you claim expenses weekly)

2. I have travelled by car to NERS; please reimburse my expense equivalent to public transport rates.

Number of sessions_____

Public transport rate for return fare £_____

Total £_____

3. Grand total of Lunch and Travel £_____

Full Name (capital letters):_____

Signed: _____

Date: _____

