

Volunteer role description

Gateway Assistant

Title of the role: Gateway Assistant

Time commitment: part-time between Monday and Friday

Place: EEAC office, Hammersmith with occasional travel within London

Expenses: out-of-pocket travel and lunch expenses in line with the volunteering policy

Purpose of the role:

Gateway Assistant is a volunteer supporting the EEAC in all aspects of frontline delivery, including dealing with enquiries from the public, assisting advisers in communications and outreach and with in-house research.

Detailed role description:

1. Dealing with enquiries
 - Dealing with phone enquiries from users, external agencies and other stakeholders
 - Dealing with enquiries in person
 - Recording phone enquiries in a telephone log
 - Liaising with advisers and other EEAC staff in prompt manner
 2. Assistance to advice and casework
 - Providing prompt and accurate assistance to requests from advisers
 - Providing translation and interpretation where needed, under supervision of an adviser
 - Assisting service users in accessing public and other services, under supervision from an adviser
 - Drafting letters and making phone calls on behalf of service users, under supervision from an adviser
 3. Communications and outreach
 - Assisting advisers in organisation and coordination of outreach, learning events and workshops
 - Providing translation and interpretation where requested, under supervision from an adviser
 - Collecting case studies' content and other content requested by the communication function, under supervision of advisers and the director
 - Drafting information sheets and other resources, under supervision of advisers and the director
 4. Monitoring and evaluation, research
 - Collecting data for initial assessment forms where requested by an adviser
 - Recording incoming enquiries in the telephone log
 - Collecting feedback from users
 - Assisting in evaluation of services
 - Assisting in ad-hoc and planned research activities
-

Person specification:

Gateway Assistant role requires an excellent communication skills, people's skills and resilience to deal with stressful situations as many of the EEAC users contact the organisation in the state of crisis or distress and require prompt and accurate information and assistance.

The role is very rewarding and provides continuous development of a role holder. A positive attitude, can-do spirit and openness for new knowledge is a must as the whole organisation shifts to meet changing needs of users and responds to changing environment in terms of societal, technological and other challenges.

It is flexible and require a good sense of team spirit so that users feel understood, trusted and supported on all stages of their interaction with the EEAC.

Skills, knowledge and attitudes required:

- Communication skills and being a 'people's person'
- Resilience; ability to seek support
- Polite and attentive manner in dealing with users
- Understanding of and applying professional barriers
- Self-reflective attitude and willingness to continuously develop skills and knowledge
- Attending support and supervision sessions and regular volunteer forum's meetings
- Team worker able to work on own account if required
- Passion and eagerness to help people through non-judgemental approach
- Excellent IT skills (Microsoft Office suite, internet)

Skills, knowledge and attitudes desirable:

- Experience in the advice environment, paid or unpaid
- Knowledge and experience of legal environment
- Experience in communications and PR roles
- Experience and qualifications for translating/interpreting

The offer of the role is subject to an informal interview and commitment confirmed by signing a volunteer agreement.

References may be provided on request after the successful completion of a minimum 3-month period of regular volunteering.

Gateway Assistants perform their role as a part of the wider EEAC team so they are supported as other team members but also held accountable for their performance. This volunteer role's holders commit to attending 1 to 1 sessions and regular volunteer forum's meetings.

Gateway Assistant is of crucial importance to our charity and our users. Many Eastern European migrants need information, advice and help to understand and navigate the British system. Many of our users experience hardship and despair. Gateway Assistants are those who strive to help – thank you for your interest in being one of them!