

Resettlement UK Gateway Team
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Volunteering with the Resettlement Team



- An overriding principle of the Gateway Protection Programme is supporting clients to live independently. Volunteers are a key part of this.
- Refugee Council works with other agencies to develop best practice and run joint projects. This supports and encourages Gateway clients to integrate with local communities.
- Each team has a Volunteer and Community Development Worker who takes the lead in managing volunteers. However, each staff member has a role in supporting volunteers.

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Presentation overview

Gateway Protection Programme UK



- Refugee Council volunteer programme
- Volunteering with the Resettlement Team
- Developing volunteer roles
- Recruiting volunteers
- Supervising volunteers
- Supporting volunteers

Refugee Council Volunteer Programme



- Refugee Council is a national organisation and volunteers play a vital role in all teams.
- The recruitment and management of volunteers in Resettlement is guided by National Refugee Council Volunteer policy.
- Volunteer roles are advertised on the Refugee Council website.
- Volunteers enhance the work of teams rather than taking on the roles of paid workers.

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WORAH women's group- working with local agencies



- Refugee Council volunteers founded the WORAH women's group and collaborated with a local agency working with refugees and asylum seekers to make the group sustainable.
- This diverse group focuses on English, art and IT and is attended by Gateway clients and people from other refugee communities.

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Developing Volunteer roles



- All staff members are involved in suggesting and developing volunteering roles in response to the needs of each group of clients.
- The befriending and English at home volunteer roles were developed when staff identified that many clients, particularly women with young children and older people faced isolation.
- Volunteers are also encouraged to use their skills and initiative to develop roles in partnership with staff.
- A successful art and craft group was established by a volunteer who is an art teacher.

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Volunteer roles

- **Current volunteer roles in the Resettlement team include:**
 - Orientation and outreach
 - Befriending
 - English at home
 - Drop-in support
 - Employment support
 - Community activities and organising events
 - Talks Team
 - Youth Mentors
 - Football coaching

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A befriending relationship



- Jane is a student aged 23. She applied to work as a befriending volunteer with the Resettlement Team in Sheffield.
- Jane was matched with Tiru a shy Ethiopian 21 year old living on her own as they are close in age and have similar interests.
- Jane and Tiru got on really well. Jane helped Tiru register with the local library and use the computers there.
- They taught each other how to cook their favourite foods.
- Jane showed Tiru some of her favourite places in Sheffield including the Botanical Gardens and the museum.
- Jane felt she got a lot out of her volunteering. She enjoyed meeting Tiru and gained valuable experience working directly with people.

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Football coaching



- Volunteer coaches supported the Gateway communities' football teams.

Recruiting volunteers



- Volunteers are recruited through the Refugee Council website and through links with local Volunteer Centres.
- We welcome former Gateway clients as volunteers as they have valuable insights and empathy with newly-arrived clients. 8 of our 32 current volunteers are former Gateway clients. Other volunteers include students and refugees.
- Volunteers are given induction materials including a Welcome pack, task description and training on issues such as lone working, boundaries and confidentiality.
- Volunteers are given information on the Refugee Council, working with refugees and specific cultural information.

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Supervising volunteers



- Volunteers are linked with a a member of staff who offers regular task supervision.
- Volunteers spend some time shadowing staff members and are formally introduced to the clients they will be working with.
- Contact is frequent and informal, often over the phone.
- More formal supervision takes place within 4 weeks and then at least every 3 months subsequently.
- All staff members attend Refugee Council 'Working with Volunteers' training.

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Supporting Volunteers

- All staff members value the commitment and resourcefulness of volunteers.
- Volunteers are part of the team and are invited to some staff meetings, training and social activities.
- Travel expenses are paid to volunteers so they are not left out of pocket.
- We hold regular volunteer events such as meals out to thank volunteers for their work.
- Volunteers gain work experience, training and the enjoyment of supporting people who are newly arrived in Britain.

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For further information:



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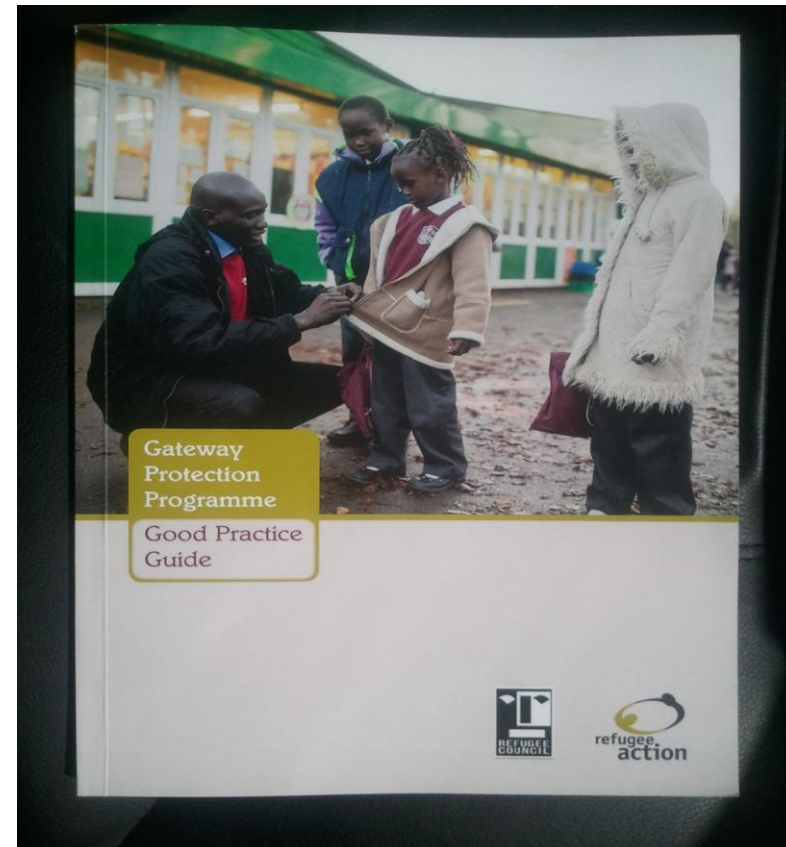
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- Rachael Hardiman (Operations Manager Resettlement)

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- Link GPP Good Practice Guide:

http://www.refugeecouncil.org.uk/Resources/Refugee%20Council/downloads/researchreports/Gateway_good_practice_guide_sept_2008.pdf



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