



# KALAYAAN

justice for migrant domestic workers

## Volunteer Role Description

Helpline, reception & administrative

<b>Position:</b>	<b>Helpline, reception &amp; administrative volunteer</b>
<b>Start Date:</b>	<b>Anytime May 2009</b>
<b>Commitment:</b>	<b>2-3 days per week for at least 3 months</b>

### Task & Duties:

- Answer calls from clients, other organisations and general public
- Where appropriate deal with calls, take messages, or refer on (training will be given)
- Greet clients, make appointments and support them to read the jobs board
- Help clients make CVs
- Help with general administrative work – monitoring 'info address' data entry, filing etc

### Training provided:

- Half day induction with volunteer supervisor
- Detailed helpline training around limitations of role and when to refer on
- Advocacy support training (8 May 2009 – this is not essential training but offered should the volunteer wish to take it)
- Other task related in house training

### Qualifications, Skills & Experience:

- Volunteer must have good telephone manner and some experience of working with people using English as a second language
- Volunteer should be well organised, able to prioritise work and be willing to undertake administrative roles unsupervised
- Volunteer should have an interest in Human Rights, workers rights, migration and/or women's issues
- Volunteer should be sensitive to the issues facing migrant domestic workers

### Supervision:

Once monthly supervision sessions: Supervisor will be on hand most of the week should the volunteer need any guidance or support between supervision sessions.

### Volunteer Expenses

Kalayaan can reimburse public transport expenses within London incurred in the course of the volunteer role. Receipts are required

### Limitations of post:

Immigration advice is regulated in the UK. Under no circumstances should volunteers discuss immigration with clients.

**Notice period:** **2 weeks**

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