



KALAYAAN
justice for migrant domestic workers

Client Support and Admin Assistant Volunteer

Role Description

Thank you for your interest in volunteering with Kalayaan.

Position: Client Support and Admin Assistant Volunteer.

Location: Kalayaan Office, Holland Park.

Time commitment: One full day per week for a minimum of 6 months OR two full days for a minimum of 3 months, 10am until 5pm (one hour lunch break).

Responsible to: Allocated Supervisor.

Tasks & Duties

Admin tasks

- Meeting and greeting clients and visitors.
- Booking news registrations and advice appointments for clients.
- Responding to telephone enquiries.
- Checking Kalayaan's email account and responding to enquiries.
- Monitoring and replenishing copies of UKVI application forms and leaflets.
- Updating and reviewing notice boards with information, news and details of services and organisations relevant to domestic workers.
- Handling initial inquiries from the Missing Person Unit.

Client Assistance

- Providing advocacy assistance around general support needs.
- Liaising with clients and solicitors to set up appointments in relation to immigration, employment, housing and compensation matters.
- Assisting clients to report cases to police.
- Accompanying clients to appointments with solicitors and police
- Making counselling referrals for victims of trafficking.
- Assisting clients with booking English and Life in the UK exams.
- Helping clients with CV preparation and where appropriate form filling.
- Drafting letters and booking appointments on behalf of clients.

Useful Qualifications, Skills & Experience

- Well organised and reliable.
- Able to prioritise workload and work independently with minimal supervision.

- Excellent communication and interpersonal skills.
- Good command of the English language.
- Confident and creative in interacting with people who speak English as a second language.
- Ability to work with colleagues and clients from different cultural backgrounds.
- Sensitive to the issues facing migrant domestic workers.
- Have an interest in Human Rights, workers' rights, migration and/or women's issues.
- Commitment to equal opportunities.

Training and support provided

- Induction with member of staff.
- Other task-related in house training.
- Bi-monthly supervision sessions.

Limitations of post

Immigration advice and services are regulated under the provisions of the Immigration and Asylum Act 1999. It is a criminal offence to provide immigration advice or services unless a person is regulated by the Office of the Immigration Services Commissioner or other designated professional body. Under no circumstances should volunteers discuss immigration matters with clients. Wherever volunteers are approached by clients looking for immigration advice they should refer them to Kalayaan staff.

Volunteer roles are unpaid, but we can reimburse volunteers for travel costs (public transport) within London, and lunch expenses if volunteering for a full day.

Unfortunately Kalayaan does not have a budget to pay for external training for volunteers.

To apply:

Please send your CV and Covering Letter (maximum length 1 side of A4 please) to josie@kalayaan.org.uk. In your letter please briefly explain why you are specifically interested in volunteering with Kalayaan, and include the contact details of two referees that we may contact if you are successful. Please note that Kalayaan will not contact referees without prior consent from the applicant.

Please call 0207 243 2942 for further details.