



# KALAYAAN

justice for migrant domestic workers

## **Volunteer Casework Assistant**

Job advert

*Thank you for your interest in volunteering with Kalayaan.*

**Position:** Volunteer Casework Assistant.

**Location:** Kalayaan, 13 Hippodrome Place, London W11 4SF, with occasional external activities. This is not a remote position.

**Time commitment:** One full workday per week for a minimum of 6 months, 10am until 5pm (including a one-hour lunch break).

**Application period:** The application period will close on Thursday 25 September 2025 at 23:00 BST.

**Application process:** Applicants meeting the requirements will be invited to interview in person with a panel of Kalayaan staff members. These competency-based interviews will take place across the month of September, with the final set of interviews being in the week commencing on Monday 29 September 2025.

**Start date:** Week commencing on Monday 6 October 2025, with a one-off mandatory induction day on Sunday 5 October 2025.

**Reporting to:** M&E Manager.

## **About Kalayaan**

Kalayaan is a London-based charity that provides legal and practical advice and support to migrant domestic workers in the UK. Our Caseworkers are legal advisers (IAA advisers, solicitors and barristers) and are experts on the Overseas Domestic Worker (ODW) visa, on which most domestic workers enter the UK to work. Due to the under-regulated nature of domestic work and the very restrictive ODW visa, many workers are subject to abuse, control, non-payment of wages, and in the most extreme cases, human trafficking for domestic servitude.

Kalayaan is a First Responder Organisation for the National Referral Mechanism (NRM), and our Caseworkers will refer a client into the NRM where the client's case shows indicators of human trafficking and modern slavery.

In our casework, we support domestic workers as they navigate the UK immigration system and enforce their workers' rights, and volunteers are a key part of our service.

### **About this role**

The Casework Assistant Volunteer will work under the supervision of the Caseworkers, in assisting domestic workers to register with Kalayaan's services and access legal and other relevant support, as well as providing vital and tailored assistance to our trafficked clients.

Kalayaan receives a lot of requests for advice and support, and the current climate around migration means that we must spend more time on each case. By volunteering at Kalayaan you will be supporting our clients and Caseworkers to ensure that we can help more domestic workers access the advice and support they need.

We aim to provide our volunteers with frontline experience of working with individuals who require support. Depending on the volunteer's experience and qualifications, the volunteer may be asked to assist with legal tasks.

### **Responsibilities include**

- Attending meetings and appointments with Kalayaan clients (e.g. taking notes/shadowing internal meetings; or attending external appointments with clients as a supportive presence or personal advocate).
- Working alongside and learning from a solicitor, a barrister, or an IAA accredited caseworker either Level Two or Level Three.
- Assisting the Caseworker with client work (e.g. updating case notes, performing research tasks, collating documents, preparing applications, etc.)
- Making referrals for counselling, accommodation and/or subsistence support.
- Supporting clients to access other vital services e.g. the NHS, legal representatives.
- Liaising with solicitors and other support agencies.
- Contacting clients to keep them informed about the development of their case.

## **What we are looking for**

- Excellent communication, listening and diplomacy skills.
- Reliable and well organised with ability to prioritise their workload appropriately.
- Ability to work resourcefully and as part of a team.
- Personal resilience as you may need to deal with difficult or challenging situations.
- Ability to work with colleagues and clients from different cultural backgrounds.
- Fluency in English.
- Confident and creative in interacting with people who speak English as a second language.
- Understanding of face-to-face client work and/or casework.
- An interest in human rights, workers' rights, migration and/or gender issues.
- Empathetic towards the situation and needs of migrant domestic workers.
- Previous experience of working with vulnerable groups is desirable but not essential.
- Computer literacy with experience using – or capacity to learn to use – the Microsoft Office suite.

## **What we offer**

- Opportunity to be part of the UK's leading organisation working with migrant domestic workers to improve their access to human rights and justice in the UK.
- The opportunity to help transform the lives of vulnerable migrant workers trapped in servitude.
- Experience and insight that will be useful in furthering a career in the areas of human rights, migrant rights, women's rights or in the charitable sector more generally. Reimbursement of travel within London (zones 1 to 6) and reasonable expenses.
- A full induction day to learn about the breadth of work done at Kalayaan, support and supervision throughout your volunteering period.
- In-house training related to the role.
- Valuable exposure to the full breadth of work of Kalayaan.

## **Limitations of the post**

Volunteer roles are unpaid, but we can reimburse volunteers for travel costs (public transport) within London (zones 1 to 6), and lunch expenses up to £8 if volunteering for a full day.

Unfortunately, Kalayaan cannot sponsor volunteers, and all applicants must demonstrate that they have the right to work in the United Kingdom.

## **To apply**

Please send your CV and Covering Letter (maximum length 1 side of A4 please) to [info@kalayaan.org.uk](mailto:info@kalayaan.org.uk) by 23:00 BST on Thursday 25 September.

In your Covering Letter please explain how you meet the requirements, and why you are specifically interested in volunteering with Kalayaan.

Please include the contact details of two professional or academic referees that we may contact if you are successful. Please note that Kalayaan will not contact referees without prior consent from the applicant.

The option is available for a volunteer to perform two volunteer roles, either part-time during their one full-day commitment, or across two days each week (part-time or full-time). If you wish to apply for two volunteer roles, please highlight this in your application, clarify whether you wish to do both roles or just one, and state if you wish to commit to one day a week or two.

If you are invited to an interview, we will ask you to send evidence of your right to work in the United Kingdom (e.g. a scan of your passport or of the relevant visa).

Kalayaan will arrange and fund DBS checks for successful applicants.

Please call 020 7243 2942 for further details.

## **Equal opportunities statement**

Kalayaan is committed to providing equal opportunity to everyone wishing to apply for this role. Please let us know if you require any reasonable adjustments to submit an application. If you are invited to an interview, and also if you are offered the role, we will invite you to let us know of any reasonable adjustments you will need Kalayaan to make to help you perform the interview and the job.