

ROLE DESCRIPTION

Position of:	Housing Issues Volunteer
Responsible To:	Karibu Volunteer Project Officer
Hours of work:	4 hours a day, one or two days a week
Support:	Volunteer out of pocket expenses

Purpose of the post: to provide volunteer support to the Women Asylum Seeker Housing Project and to specifically work on supporting women to report housing issues

Base: St Rollox House, 130 Springburn Road, Glasgow G21 1YL

Main Tasks

1. Volunteer support for the Women Asylum Seeker Housing Project
2. Assisting women asylum seekers to report housing issues
3. Assisting with following up reported issues
4. Inputting data to spreadsheets and monitoring progress
5. Writing up issues and case studies

1. Volunteer support for Women Asylum Seeker Housing Project

- 1.1 Learn about the project, partners and latest developments
- 1.2 Promote the project to other people and organisations whenever possible
- 1.3 Feed any information back to the project which might help its development
- 1.4 Provide additional support to staff and other volunteers when necessary

2. Assisting women asylum seekers to report housing issues

- 2.1 Assist women asylum seekers to understand the system for reporting housing issues
- 2.2 Assist women asylum seekers with reporting housing repairs
- 2.3 Assist women asylum seekers with reporting other housing issues
- 2.4 Assist with record keeping

3. Assisting with following up reported issues

- 3.1 Follow up issues which have been reported to check their status
- 3.2 Discuss options with the resident for non completed items
- 3.3 Discuss options with residents for unsatisfactory completions
- 3.4 Assist women asylum seekers taking any action they would like to take

4. Inputting data to spreadsheets and monitoring progress

- 4.1 Assist with setting up the methods for holding the data
- 4.2 Assist with inputting reported issues and progress
- 4.3 Assist with any analysis of the information
- 4.4 Assist with any other record keeping thought useful

5. Writing up issues and case studies

- 5.1 Writing up case studies where there is agreement with the resident
- 5.2 Reporting the results to others where agreed

6. Other

- 6.1 Undertaking any training that is considered relevant
- 6.2 Attending progress meetings to discuss issues
- 6.3 Undertaking any other task as may occasionally be required
- 6.4 Attend supervision and support meetings as agreed

Some of these items in the Role Description will be suitable for different members of the team.

Individuals can choose the tasks they have previous experience in, would like training to take part in or the tasks they prefer.

July 2015

PERSON SPECIFICATION

Housing Issues Volunteer

Essential

1. Good spoken and written English language skills
2. Familiarity with standard computer software, Word and Excel
3. A friendly attitude, good communication skills and ability to keep calm
4. Experience of the Home Office's system of supporting asylum seekers
5. Good timekeeping, particularly when meeting the public
6. Being happy to adhere to equal opportunity / anti-discriminatory principles
7. A willingness to learn methods of dealing with structures of administration
8. Able to maintain confidentiality

Desirable

1. Experience of using excel spreadsheets for data inputting
2. Experience of advocating for other people, especially women
3. Experience of analysing data, writing reports or case studies
4. Knowledge of human rights