

Welcome Volunteer

JRS mission and work

The Jesuit Refugee Service (JRS) is an international Catholic organisation, at work in 50 countries with a mission to accompany, serve and advocate on behalf of refugees and other forcibly displaced persons. JRS in the UK has a special ministry to those who find themselves destitute as a consequence of government policies and those detained for the administration of immigration procedures. JRS UK runs a day centre, activities and hosting scheme (At Home) for destitute asylum seekers, detention outreach services to Heathrow IRC and has recently begun a legal advice service. We work to raise awareness of the situation facing refugees we accompany and serve by enabling their story to be heard.

Volunteer role: Welcome volunteer

Every month we support and accompany around 240 refugees, by providing them with meals, monthly toiletries, and travel grants. JRS UK are looking for a volunteer to join our small, tightly knit and diverse team in our centre in Wapping. The Welcome Volunteer will be the first point of contact for our refugee friends, greeting them face-to-face as they come in for appointments throughout the week, assisting them on the phone, and helping them access JRS UK's services.

Accompanying those we serve is an essential ingredient of our work, and a unique ethos that radically alters the beneficiary-service provider relationship. Key to the role will be the fostering of a warm, calm and friendly environment at JRS UK, through engaging in accompaniment and helping refugees flourish as individuals. We place a high value on getting to know refugees as people with gifts and personalities - not only defining them based on their immigration status.

The role will suit someone who can combine excellent people skills with a real commitment to our mission of accompaniment. The Welcome Volunteer role will include being the first point of contact on the switchboard, as well as undertaking general ad hoc tasks throughout the day. Additionally, the Welcome Volunteer will also be responsible for welcoming all other visitors to JRS UK throughout the week, such as those who are offering donations.

Person Specification

- Sympathy with the values of JRS
- Enthusiasm for our mission of accompaniment, service and advocacy on behalf of refugees
- Commitment to supporting refugees and forced migrants
- Friendly, polite and patient
- Excellent telephone manners
- Good verbal and written communications skills
- Experience in working with people from various backgrounds and faiths
- Ability to respond to phone calls and assist those calling as appropriate; taking and passing on telephone messages
- Good IT literacy skills, in particular use of MS office (Word, Excel and PowerPoint)

Hours: One day a week: 10:00 – 16:30.

Duration: A minimum of 3 months.

Where to find us:

Jesuit Refugee Service UK
Hurtado Jesuit Centre
2 Chandler Street
London
E1W 2QT

Contact us if you are interested in the role, or apply online:

Email us: uk@jrs.net

Call us: 020 7488 7310

Volunteer Webpage: <https://www.jrsuk.net/volunteer/>

Find out more about JRS UK:

Website: www.jrsuk.net