

## Safe Passage Community Mentor - Role Description

### Purpose of this document

Safe Passage (SP) values its volunteers highly, and aims to ensure the experience of volunteering with the programme is enjoyable and rewarding.

The purpose of this document is to set out what is involved in the role of a Community Mentor, with SP. For further information, this document should be read in conjunction with the Safe Passage Volunteer Code of Conduct and Confidentiality Agreement.

### Safe Passage post-arrivals project

At Safe Passage, we strongly believe we have a duty of care to our clients and their families, not only during the legal process in securing them passage to the UK, but also in their first crucial months following their arrival to support them to settle in to their new lives. We will grow this support in stages from early 2019 and build throughout the year, with the goal of creating strong foundations for clients to live full and dignified lives. The first stage of this project is to build a UK-wide network of Community Mentors who will act as key points of contact for clients in their area.

**Role title:** Community Mentor (unpaid)

**Community Mentor Coordinator:** Sophie Ea (UK Programme Coordinator, Safe Passage)

**Location:** UK-wide based only (Currently not recruiting in London):

2 x Manchester

2 x Birmingham

2 x Leeds

1 x North East England (preferably Newcastle based)

1 x North West England (preferably Liverpool based)

1 x Outside London (Luton, Cambridgeshire etc.)

**Hours:** variable dependent on client needs, but approximately 5-6 hours per week (min. 6 months). To be agreed with Safe Passage.

**Application deadline:** March 10th, 2019 (interviews will be conducted on the week of 18<sup>th</sup> March 2019)

### Overview of the role

The purpose of the role, is to:

- Focus on the immediate needs of SPUK clients in the first 3 months following their arrival to the UK and your local area, and to support them with the practical aspects of establishing their day-to-day life here in the UK

- Act as a point of contact for the client and facilitate them to access local support services (e.g. registering with a GP, English language lessons, linking with wider local support)
- Support clients by referring and signpost them to relevant organisations
- Help enable clients to integrate into the local community

**The purpose of the role is not to:**

- Provide legal advice – it is extremely important that only qualified legal professionals advise clients, especially during the asylum process
- Try to solve every problem – it is about enabling the individual to feel empowered to live a full and dignified life
- Be a friend – it's very important that the role is structured and carried out with clear boundaries in place – for the safety and best interests of the clients, and the volunteers
- Support clients financially - this would be in breach of the boundaries in place and potentially a safeguarding issue

**Essential requirements of the role:**

- Complete relevant training to equip you with the information and tools to best fulfil the role (topics include: an introduction to Safe Passage; an overview of the asylum process; safeguarding; an overview of common support needs of Safe Passage clients; boundaries of the role; an overview of supporting people affected by trauma)
- Apply through Safe Passage for an Enhanced DBS check (costs covered)
- Participate in regular supervision with the Safe Passage Community Mentor Coordinator, for your support to best fulfil the role and your development
- Log each client contact with the Safe Passage point of contact, to support monitoring and reporting

**Desirable requirements of the role:**

- Language skills (particularly: Arabic, Dari/Farsi, Pashtu, Somali, Sorani, Tigrinya)
- Understanding of the refugee context in the UK
- Understanding of local support networks and key contacts in the community

To apply please send a short cover letter outlining why you think you are best suited for the role and send to [info@safepassage.org.uk](mailto:info@safepassage.org.uk) with 'Community Mentor Application + Location' in the subject line. Please make sure you include the following information in your cover letter:

1. Name
2. Experience/background
3. Languages
4. Location
5. Why you think you are right for the role