

# WELSH REFUGEE COUNCIL VOLUNTEER WELCOME PACK 2023



# INTRODUCTION

The Welsh Refugee Council (WRC) is an independent charity and the lead agency working for refugees in Wales.

We help refugees rebuild their lives in Wales by providing confidential, independent, specialised advice and support services. We have offices in Cardiff, Wrexham, Swansea and Newport.

The WRC became a national charity on 11th February 1990, the same day that Nelson Mandela was released after 27 years of imprisonment for opposing Apartheid in South Africa.



## OUR VISION

Working together to create a Wales where sanctuary seekers and refugees are welcomed, respected, and empowered.

## OUR MISSION

We improve the lives of sanctuary seekers and refugees through specialist support and influencing policy and practice.



# OUR PROJECTS



## WALES SANCTUARY SERVICE

The Wales Sanctuary Service (WSS) helps asylum seekers understand their rights and gives support at crucial points on their journey. We work alongside 6 other organizations to ensure asylum-seekers can access legal advice, women's specialist services, young peoples services and client led advocacy



## WEEKLY ENGLISH CLASSES

Fluency in English language can be a barrier for many of our clients. Our weekly English language classes support refugees and asylum-seekers to develop their language skills, knowledge of Wales and gain confidence and social skills to help them integrate into communities.



## PLAY PROJECT

After being forced to flee their homes and seek safety, many children arrive frightened and unable to communicate their feelings. Our Play Team create safe and friendly spaces to help children and families have fun and become confident individuals.



## MOVE-ON PROJECT

Refugees are given just 28 days to leave asylum accommodation and find housing, employment and means to support themselves. Our Move-On Team provides crucial support in this period such as helping to open bank accounts, access housing and financial assistance.

# VOLUNTEER RESPONSIBILITIES

Volunteers are a crucial part of the WRC, providing much-needed help and support for caseworkers. Volunteering for us can be very rewarding for people who wish to use their time productively and also to 'give back'. Volunteers need to be committed to the role they have agreed to undertake and be reliable and punctual. If a volunteer is unable to come in or carry out a task, they must let their manager know. We expect our volunteers to behave in a professional manner and always show courtesy to colleagues and clients. They must follow all WRC procedures and policies.

# SUPPORT FOR VOLUNTEERS

Volunteers can claim a refund for any transport costs incurred to carry out their duties. Volunteers who work for a full day also get a lunch allowance. There is a full induction for new volunteers, opportunities to partake in training offered to paid staff, plus additional courses such as on safeguarding, casework training and interpreting.

# VOLUNTEER ROLES

## VOLUNTEER RECEPTION AND TRIAGE ASSISTANT

Our reception and triage assistants support reception work, answer the phones and welcome clients, ensuring that they are seen in a fair and timely fashion.

## VOLUNTEER ASSISTANT CASEWORKER AND INTERPRETER

Our assistant caseworkers shadow staff caseworkers, helping them to meet the needs of their clients and interpreting where needed if this is possible

## VOLUNTEER ESOL TUTOR

Our ESOL Tutor volunteers support our online English language classes. A qualification in teaching English as a second language is required.





# VOLUNTEER ROLES

## VOLUNTEER PLAY WORKER

Our Play Project volunteers help create safe and friendly spaces to help children and families have fun and become confident individuals

## VOLUNTEER COMMUNICATIONS ASSISTANT

Our volunteer communication assistants help the communications team use social media to publicise our work.

## VOLUNTEER POLICY ASSISTANT

Our volunteer policy assistants help staff to develop policies to help asylum-seekers. This might include helping deliver events such as Refugee Week.

# WRC POLICIES

## HEALTH AND SAFETY LAW

All workers and volunteers have a right to work in places where risks to their health & safety are properly controlled. Health & safety is about preventing you from getting injured or sick through work. We are responsible for health and safety, but volunteers have a role to play by following policies and rules or reporting any hazards or unsafe work conditions.

## CONFIDENTIALITY AND SAFEGUARDING

No information about a service user will be given, directly or indirectly, to anyone outside WRC without the user's express consent unless specific conditions apply relating to criminal or terrorist activity, child protection or protection relating to vulnerable adults.



## IT POLICY

As a volunteer, you will be provided with access to a WRC computer to enable you to carry out your duties. WRC has a policy on the use of email and the internet which applies to all individuals accessing its systems, including access from home. WRC systems are primarily for work and business purposes and they are audited and monitored to ensure appropriate use.

## SOFTWARE

No software, free or chargeable, should be downloaded from the Internet without prior authorisation from the IT officer and your line manager.

## SECURITY

Individuals are responsible for maintaining the security of any WRC equipment, accounts and passwords.



## ILLEGAL USE

Individuals must observe legislation that relates to Internet and email, including the, GDPR - General Data Protection Regulation(2018), Computer Misuse Act 1990 and Copyright, Designs and Patents Act 1998. WRC will comply with reasonable requests from law enforcement and regulatory authorities, for information relating to an individual's use of the Internet.

## CONFIDENTIAL DATA AND DEFAMATION

Individuals must not use the Internet to communicate confidential data, nor must they release confidential information to newsgroups or chat areas. Individuals must not make or forward derogatory and defamatory remarks about any person or organization on the Internet or by email.



# OUR ACHIEVEMENTS



## INVESTORS IN VOLUNTEERING AWARD

We were re-awarded the Investors in Volunteers Quality mark recognizing the vital work that our volunteers do.



## GARFIELD WESTON CHARITY AWARD

We were selected from over 100 organizations as a 2023 Garfield Weston Charity Awards winner.



## GRAND PRIX 2023 CHARITY FILM OF THE YEAR

We were delighted to win the Grand Prix Film of the Year 2023 at the Charity Film Awards for our film *Wales is a Nation of Sanctuary*



## WALES REJECTS THE ILLEGAL MIGRATION BILL

In June 2023 we lobbied the Senedd to reject the UK Government's cruel and unworkable Illegal Migration Bill.

# OUR OFFICES

## CARDIFF

120-122 Broadway Street,  
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## NEWPORT

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## SWANSEA

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## WREXHAM

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