



Casework Volunteer

Location of position	Penson Street
Responsible to	Emma Atherton and Shelagh Linde
Purpose of role	Offer valuable support and advice to refugees and asylum seekers to help them settle in to a new environment.
Description of tasks	Help vulnerable asylum seekers and refugees to access suitable support services, the NHS, social services and legal representatives. Help them access healthcare, clothing and local amenities. You will find that there is no such thing as a typical day. We will try to prepare you for the role to the best of our ability, having said that, we are regularly confronted with new issues or the same issues that must be resolved in new ways. This is the nature of the role and you will have to adapt to new situations and problems as they present themselves. We will always be available to give advice and support to you in your role.
Time commitment	1-4 day a week, depending on your availability
Skills & Qualities	<p>Good grasp of English, reading, writing and speaking</p> <p>Good communication skills.</p> <p>Ability to interact with people from different backgrounds and people who don't speak English.</p> <p>Patience.</p> <p>Compassion.</p> <p>Diplomacy.</p> <p>Good teamwork skills.</p> <p>A flexible working style</p>
Training and support	<p>Induction done with Emma.</p> <p>You will be required to spend 2 half days shadowing Shelagh (our Advocacy Case Worker) or a fellow advocacy casework volunteer.</p> <p>We will also provide half a day's training on 'The Keys to Casework', this will cover the jargon you will need to be successful in the role and be an opportunity for you to have some of your questions answered.</p> <p>Regular informal volunteer's meetings are held to give a space to discuss the volunteer experience at SWAP.</p>
Expenses	Any travel expenses and 50p per hour for food reimbursement (these are made available on request)
Benefits to volunteer	<p>Access to any in house training opportunities for free</p> <p>Work with people from around the world in a role where no one day is the same. Working at SWAP is always a rollercoaster ride, you will meet people, learn things, and experience things you never thought you could do in Wigan.</p>
Application procedure	Please email Emma for an application form and state which role you are interested in applying for
Contact information	<p>Emma Atherton</p> <p>E: emma@swapwigan.org</p> <p>T: 01942 516572</p>



English Conversation Volunteer

Location of position	Penson Street
Responsible to	Emma Atherton and Mick Taylor
Purpose of role	To help teach English to Asylum Seekers and Refugees
Description of tasks	<p>To prepare for English Conversation Classes before the class starts on either a Monday or a Wednesday afternoon, by reading the emails sent earlier on in the week.</p> <p>To arrive at 1pm for the briefing and conversation with your fellow conversation teachers, when possible and stay till 3pm, this is with a 15-minute break at around 2pm.</p> <p>To be friendly, helpful, and flexible throughout.</p> <p>To be engaged in the week's topic.</p>
Time commitment	1 or 2 days a week
Skills & Qualities	<p>Fluent grasp of English, reading, writing and speaking</p> <p>Good communication skills.</p> <p>Ability to interact with people from different backgrounds and people who don't speak English.</p> <p>Patience.</p> <p>Interest in learning off people from different backgrounds.</p> <p>Compassion.</p>
Training and support	Induction done with Emma. Regular volunteer's meetings are held to give a space to discuss the volunteer experience at SWAP (This can be done at the volunteer briefing)
Expenses	Any travel expenses and 50p per hour for food reimbursement (these are given on request)
Benefits to volunteer	<p>Access to any in house training opportunities for free</p> <p>Work with people from around the world in a role where no one day is the same. Working at SWAP is always a rollercoaster ride, you will meet people, learn things, and experience things you never thought you could do in Wigan.</p> <p>Get experience of teaching English to foreign language speakers.</p>
Application procedure	Please email Emma for an application form and state which role you are interested in applying for
Contact information	<p>Emma Atherton</p> <p>E: emma@swapwigan.org</p> <p>T: 01942 516572</p>



Kitchen Volunteer

Location of position	Penson Street
Responsible to	Mick Taylor, Emma Atherton
Purpose of role	To help to ensure the smooth and safe running of SWAP by working in the kitchen, preparing hot and cold drinks when necessary.
Description of tasks	To arrive at your agreed time. Keep the kitchen in a clean and tidy, ensuring hygiene standards are adhered to. To prepare hot and cold drinks when necessary. To try to prevent people walking in and out of the kitchen in busy periods when they want a drink. To be a welcome face to visitors to SWAP.
Time commitment	To be agreed with a staff member
Skills	<p>Good communication skills Ability to interact with people from different backgrounds and people who don't speak English Patience Clean and tidy Organised Hygiene and food preparation knowledge/experience is desirable Good team-working skills Be able to make a decent brew!</p>
Training and support	Induction period, with small amount of time spent shadowing and working alongside somebody else in the kitchen.
Expenses	Any travel expenses and 50p per hour for food reimbursement
Benefits to volunteer	<p>Access to any in house training opportunities for free Work with people from around the world in a role where no one day is the same. Working at SWAP is always a rollercoaster ride, you will meet people, learn things, and experience things you never thought you could do in Wigan. Get kitchen experience Team work experience</p>
Application procedure	Please email Emma for an application form and state which role you are interested in applying for
Contact information	<p>Emma Atherton E: emma@swapwigan.org T: 01942 516572</p>



Reception Volunteer

Location of position	Penson Street
Responsible to	Mick Taylor
Purpose of role	To help to ensure the smooth and safe running of SWAP by working on the reception desk.
Description of tasks	To sign people in and out of the building. To triage clients, ascertaining whether people have appointments or if not, that clients see casework/advocacy volunteers on a first come first served basis.
Time commitment	4 days a week
Skills	Good grasp of English, reading, writing and speaking Good communication skills. Ability to interact with people from different backgrounds and people who don't speak English. Patience
Training and support	Induction period, with small amount of time spent shadowing and working alongside Emma and Shelagh
Expenses	Any travel expenses and 50p per hour for food reimbursement
Benefits to volunteer	Access to any in house training opportunities for free Work with people from around the world in a role where no one day is the same. Working at SWAP is always a rollercoaster ride, you will meet people, learn things, and experience things you never thought you could do in Wigan. Get admin experience
Application procedure	Please email Emma for an application form and state which role you are interested in applying for
Contact information	Emma Atherton E: emma@swapwigan.org T: 01942 516572



Interpreting Volunteer

Location of position	Penson Street
Responsible to	Emma Atherton and Shelagh Linde
Purpose of role	Offer invaluable support to refugees and asylum seekers to help them fully access the services provided by SWAP.
Description of tasks	<p>Help vulnerable asylum seekers and refugees to access suitable support services, the NHS, social services and legal representatives. Help them access healthcare, clothing and local amenities by translating for them to one of our Advocacy Caseworkers.</p> <p>You will find that there is no such thing as a typical day. We will try to prepare you for the role to the best of our ability, having said that, we are regularly confronted with new issues or the same issues that must be resolved in new ways. This is the nature of the role and you will have to adapt to new situations and problems as they present themselves. We will always be available to give advice and support to you in your role.</p>
Time commitment	1-4 day a week, depending on your availability
Skills & Qualities	<p>Good grasp of English, reading, writing and speaking.</p> <p>Good grasp of another language spoken by our clients.</p> <p>Good communication skills.</p> <p>Ability to interact with people from different backgrounds and people who don't speak English.</p> <p>Patience.</p> <p>Compassion.</p> <p>Diplomacy.</p> <p>Good teamwork skills.</p> <p>A flexible working style</p>
Training and support	<p>Induction done with Emma.</p> <p>We will also provide half a day's training on 'The Keys to Casework', this will cover the jargon you will need to be successful in the role and be an opportunity for you to have some of your questions answered.</p> <p>Regular informal volunteer's meetings are held to give a space to discuss the volunteer experience at SWAP.</p>
Expenses	Any travel expenses and 50p per hour for food reimbursement (these are made available on request)
Benefits to volunteer	<p>Access to any in house training opportunities for free</p> <p>Work with people from around the world in a role where no one day is the same. Working at SWAP is always a rollercoaster ride, you will meet people, learn things, and experience things you never thought you could do in Wigan.</p>
Application procedure	Please email Emma for an application form and state which role you are interested in applying for
Contact information	<p>Emma Atherton</p> <p>E: emma@swapwigan.org</p> <p>T: 01942 516572</p>



Welcome Service Volunteer

(name of role subject to change)

Location of position	Penson Street
Responsible to	SWAP Staff
Purpose of role	To provide support to asylum seekers and refugees living in the local community
Description of tasks	<p>The purpose of the Welcome Service is to welcome new Asylum Seekers and Refugees into Wigan. This role will last from 6-8 weeks with one client. You will be asked to show people around the local area. Guide people on where to get the cheapest food, where to take their children for fun, where to go for a nice walk, show them the local amenities, the bus station, train station, tell them about Wigan Warriors and show them the best pie shops! Clients will most likely come to you with some more difficult problems, like they want to apply for a National Insurance Number, or they need to find school places for their children, or maybe they need to get access to healthcare. In these situations, you should alert a member of staff and ask them to book an appointment with Shelagh to help deal with their issue. You will be provided training on your role and the asylum process more generally. Volunteers for the Welcome Service work throughout the week, but only during office hours.</p> <p>Under no circumstances will you go beyond the remit of your role. We are not the emergency services, if there is a really serious problem then clients can call 999, not you or SWAP. It is very important that we set up and maintain these boundaries. The problems you as a volunteer and SWAP more generally deal with, are not life and death problems, therefore the overwhelming majority of problems can wait.</p>
Time commitment	You can choose set days to volunteer and we will plan your role around these. However, all Welcome Service work must be done during office hours 10-4 Monday-Friday.
Skills & Qualities	<p>Must do a DBS check before starting your role.</p> <p>Good grasp of English, reading, writing and speaking.</p> <p>Knowledge of the Wigan Borough.</p> <p>Good communication skills.</p> <p>Ability to interact with people from different backgrounds and people who don't speak English.</p> <p>Patience.</p> <p>Compassion.</p> <p>Diplomacy.</p> <p>Flexible working style.</p> <p>A creative personality will help with this role.</p>
Training and support	Induction done with Emma.

	You will receive particular training for the Welcome Service Volunteer's meetings are held to give a space to discuss the volunteer experience at SWAP.
Expenses	Any travel expenses and 50p per hour for food reimbursement
Benefits to volunteer	Access to any in house training opportunities for free. Work with people from around the world in a role where no one day is the same. Working at SWAP is always a rollercoaster ride, you will meet people, learn things, and experience things you never thought you could do in Wigan.
Application procedure	Please email Emma for an application form and state which role you are interested in applying for
Contact information	Emma Atherton E: emma@swapwigan.org T: 01942 516572



Women's Group Volunteer

Location of position	Penson Street
Responsible to	Emma Atherton
Purpose of role	To organise activities and liaise with Emma Atherton regularly about the progress and development of the group.
Description of tasks	At the Women's Group we aim to make a safe and welcoming space for our female clients. You will be responsible for taking a register of the participants. You will create activities for the Women's Group based on conversations and sub-group meetings with Emma and your fellow Women's Group volunteers. You will ensure that the group runs smoothly and encourage the women to come to English classes and that the women feel welcome to use the services provided by SWAP.
Time commitment	Every Wednesday from 10-12:15pm
Skills & Qualities	Good grasp of English, reading, writing and speaking Good communication skills. Ability to interact with people from different backgrounds and people who don't speak English. Patience. Compassion. Diplomatic. Good teamwork skills. Flexible working style. Creativity and innovation are good qualities to bring to the Women's Group.

Training and support	Induction done with Emma. Volunteer's meetings are held to give a space to discuss the volunteer experience at SWAP.
Expenses	Any travel expenses and 50p per hour for food reimbursement
Benefits to volunteer	Access to any in house training opportunities for free Work with people from around the world in a role where no one day is the same. Working at SWAP is always a rollercoaster ride, you will meet people, learn things, and experience things you never thought you could do in Wigan.
Application procedure	Please email Emma for an application form and state which role you are interested in applying for
Contact information	Emma Atherton E: emma@swapwigan.org T: 01942 516572