**Remote Advocacy and Support Volunteer Application Pack**

**Detention Action**

Detention Action is a small NGO working at the frontline of human rights in the UK. We rely on the work of volunteers to deliver much needed support and information to people in immigration detention centres. We provide emotional and practical support to people detained in the two immigration detention centres near Heathrow, and to people detained under immigration powers in prisons across the UK.

**Applying to be a volunteer**There are three steps to the recruitment of our volunteers. Each step is used to assess the suitability of the applicant for the role they are applying for.

1)    Application form – please download a form, complete and send it back to us.  
2)    Interview – interviews take place from 10am – 4pm remotely, over zoom. This is an informal space where we can find out more about you and you can find out more about Detention Action and ask questions about the role.   
3)    Training – the induction training takes place one weekday evening, and will be a remote training over zoom.

**Please take some time to read our website and the role description before completing the application form. Consider how your skills and experience are relevant to the role and to the work that Detention Action does.**

If access to technology (phone, laptop, data) is a barrier to applying for the role please let us know and we will see how we can assist. You will need access to a reliable internet connection to do the role remotely. If you would prefer to do the role in person, at our office in East London, this may also be possible so please let us know.

We strongly encourage and will prioritise applications from people with lived experience of immigration detention and/or hostile immigration systems.

If you would like to discuss the application process or have a question about the forms, please call us on 020 7226 3114, or email us and we can arrange a time for a chat about the role.

**Remote Advocacy and Support Volunteer Role Description**

The remote Advocacy and Support Volunteer role can be done from anywhere in the UK, we will also consider applications from outside of the UK as long as the time zone will not be an issue. We will provide induction training via an online platform and ongoing training, telephone support and supervision.

We will do our best to ensure that despite the distance everyone who volunteers is fully supported and has the opportunity to develop their skills and knowledge.

**Purpose of the role:** To provide emotional and practical support to people in immigration detention centres and prisons over the telephone remotely, as part of a friendly, dedicated team.

**Report to:** Casework Coordinator/ Advocacy Liaison Volunteer

**Minimum commitment required:** 1 day a week for 6 months (Mon – Friday, 10 – 5pm). We will also consider 2 days a week for 3 months.

**Duties include:**

* To answer phone calls from people in detention and deal with requests for assistance.
* To build relationships with people in detention, responding sensitively and professionally to their needs.
* To carry out referrals with new people who get in contact with us, including sending information packs.
* To conduct individual casework for each person with the support of Advocacy Coordinators. as needed (including applying for bail addresses, contacting solicitors & other professionals)
* To ensure the people you are supporting are informed about their rights and access to services and information (eg right to apply for bail, how to get legal advice, how to access healthcare).
* To provide proactive and ongoing emotional support to a caseload of people.
* To refer and signpost people to other organisations for specialist support (eg. on medical issues, bail advice).
* To record all information, including conversations and action taken on our database.
* To obtain feedback about our services.

**Administration**

* To undertake regular administrative duties, including filing, data entry, taking messages and ensuring our database is accurately updated.

**General duties**

* To ensure Casework Coordinators are updated on the situation of people you are supporting as appropriate.
* To immediately seek guidance and advice from your Supervisor or other staff when a difficulty arises in carrying out case work or if you are unsure about how to proceed.
* To be punctual and to inform staff as soon as possible if you are not available at any point.
* To participate in morning briefing meetings.
* To attend volunteer training sessions.
* To comply with Detention Action’s Safeguarding, Confidentiality and Data Protection Policies to protect your own and others’ health, safety and welfare.
* To alert staff if it is felt that anyone is at serious risk of harm. We will provide training on this before you start.
* To act responsibly to the people you support and in accordance with the Detention Action policies at all times.

**Volunteer Development**

* We will do our best to ensure that volunteers are fully supported by their Supervisor with regular check-ins and debriefs where we discuss how you are finding the role and how you would like to grow at Detention Action.
* There will be the possibility to try different volunteer roles as you build your confidence and knowledge.
* We will provide regular internal and external training.
* We will expense any costs that you may incur as a result of volunteering, in line with our expenses policy.
* We can provide a reference for future applications on completion of the volunteer commitment.

# Advocacy and Support Volunteer Person Specification

### Essential Knowledge and Experience

1. Knowledge and understanding of the aims and principles of Detention Action.

2. Experience of supporting people with complex emotional needs. This can be experience gained in a professional or voluntary capacity, or from your own personal experiences.

3. A willingness to learn about the asylum system, immigration detention and deportation policies in the UK and the issues faced by people who migrate to the UK.

**Desirable Knowledge**

1. Knowledge of a language commonly spoken by the people we support (including, but not limited to, Arabic, Albanian, Bengali, Urdu, Hindu, Punjabi, Pashto, Farsi, Dari, Kurdish Sorani, Vietnamese, Mandarin, Russian, Polish, Romanian, Polish, Lithuanian or Tamil)

**Essential Skills**

Ability and commitment to volunteer remotely one day a week for six months or equivalent as agreed at interview.

Ability and commitment to attend Detention Action’s Induction Training before starting.

Ability to use active listening skills to emotionally support people held in immigration detention over the telephone in a non-judgmental, non-discriminatory, sensitive and empathic manner.

Ability and willingness to seek advice and guidance from your supervisor or other staff when necessary.

Excellent communication skills - ability to communicate with Detention Action staff, detention centre staff, and other organisations and individuals on behalf of the person supported in clear English.

Excellent interpersonal skills – ability to relate to individuals from different backgrounds and cultures and willingness to understand their situations.

Ability to use basic computer packages and willingness to learn.

Ability to work in a busy environment, including to prioritise and multi-task as needed.

Ability to attend volunteer training sessions regularly and to contribute to the running of the organisation in a constructive manner.

Ability to act in accordance with Detention Action policies at all times, particularly the Code of Conduct, Confidentiality and Equal Opportunities Policies.

**Application Form: Advocacy and Support Volunteer**

|  |  |
| --- | --- |
| Date of Application: |  |
| Name: |  |
| Date of Birth: |  |
| Contact Telephone Number: |  |
| Email Address: |  |
| Address: |  |
| Languages Spoken (to working proficiency) |  |
| Availability: |  |
| Referees Details (can be personal/professional/academic): |  |
| Emergency Contact: |  |
| How did you hear about us? |  |

**Please answer the following questions in brief:**

What motivates you to want to volunteer at Detention Action?

Please explain your relevant knowledge, skills or experience for this role. We value experience from your personal life and skills acquired from other paid and volunteering roles.

Thank you for your application. Please send your form and CV to [volunteer@detentionaction.org.uk](mailto:volunteer@detentionaction.org.uk)

**PRIVACY NOTICE FOR VOLUNTEERS**

**What data we process**Detention Action processes the personal data that you provide as part of the recruitment process to become a volunteer. This includes information you provide in your application form and also at interview and in training if you attend these. It also includes any information provided by your referee. This may include sensitive information, for example about your health or any criminal convictions if you disclose these to us.

While you are a volunteer with us, we also process personal data you give us through the supervision and support we provide for you.

**Why we need your data**We need to know this information so that we can communicate with you about volunteering at Detention Action and as part of the recruitment process. We will not keep any personal data from you that we do not need as part of the recruitment process.

When you are a volunteer with us, it is also important that we process your data so that we can communicate with you and support and supervise you effectively. It is also important so that we can continue to develop and improve how we manage volunteers. If you ask us to be a referee, we will also need your data to provide a reference.

**What we do with your data**We have a data protection policy and procedures in place to oversee the effective and secure processing of your personal data. We are happy to provide more information on this on request. No third parties have access to your personal data unless the law allows them to do so.

**How long we keep your data**If you apply to be a volunteer, we keep your data only for the time needed to consider whether to invite you for interview. If you are invited for interview, we keep your data for ten years after the recruitment process has finished or for ten years after you stop volunteering with us if you become a volunteer. The exception is if there have been safeguarding concerns in which case we may keep your data until we deem it no longer necessary.

**What are your rights?**If you want to talk to us about your rights, you can contact us at [admin@detentionaction.org.uk](mailto:admin@detentionaction.org.uk) or you can call 020 7226 3114. You can ask to speak directly to the person responsible for data protection if you prefer.

We try to keep your information up to date and accurate. If you think the personal data we process about you is incorrect, you can request to have it corrected. You can also ask us to delete your information. You can request a copy of the information we have about you. You do not have to pay for this. We will give you this information within one month.

If you wish to make a complaint on how we have handled your personal data, please contact us so that we can investigate the matter.