

To apply, send an email including your CV and a short cover letter outlining why you would like to join the team at [contact@workrightscentre.org](mailto:contact@workrightscentre.org)

## Description

### Service Provision Assistant Volunteer

#### 1. Work Rights Centre

Work Rights Centre is a charity dedicated to ending in-work poverty by helping workers exit poorly paid, unprotected, and insecure employment. Our team of volunteers provides free and confidential information in a variety of European languages and can help service users understand their employment status, access their employment rights, and improve their employability

#### 2. Service Provision

**What:** Our service provision consists of one-to-one consultations with EU nationals who are seeking to understand their employment rights, access employments rights that have been breached, or improve their employability.

**Where:** Brent Law Centre Building, 389 High Rd, NW10 2JR

**When:** Tuesdays, Wednesdays, Thursdays, Saturdays 12PM - 5PM.

**How:** In order to ensure consistency, but also make sure that every service user receives bespoke help suited to their particular case, our service provision involves the following steps:

- A. A standardised assessment of the client's eligibility, which consists of an overview of their work and accommodation conditions to determine their position in, or risk of, in-work poverty.
- B. A standardised assessment of employment status, rights and employability needs.
- C. Signing a non-disclosure agreement whereby the client is informed that our services cannot substitute legal aid, and they bear full responsibility for their case.
- D. Collecting demographic and Equality of opportunity information needed for future funding applications.
- E. Taking the action suitable for the client needs identified. Depending on whether they involve understanding employment rights, accessing them, or improving employability, this may range from informing them of their work status, to actively helping them pursue their work rights by contacting employers/contractors and writing letters before action, grievance letters or working on boosting their employability skills by drafting CVs and cover letters.
- F. Following up after the consultation to determine whether the needs identified have been met.

#### 3. Your role

As a service provision assistant volunteer, your role will be focused on greeting clients and determining eligibility, gathering evidence on individual cases and following up on past clients (steps A, B, D, F). Depending on your experience and confidence, in time you will be welcome to assist with the more demanding aspect of service provision which entails taking action towards employment rights and employability (step E).

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#### **4. Line Manager**

Adelina Cega, Director of Service Provision. Adelina has done frontline work for a range of charities for over seven years. She supported vulnerable individuals on issues related to employability, employment rights, tackling substance misuse and exiting prostitution. She has extensive experience with helping migrants improve their employability. Adelina has a Law degree from Romania and a passion for Criminology.

#### **5. What we are looking for Key**

##### **skills:**

- Fluent speaker of an Eastern European language
- educated to a A level or above
- commitment of at least 3 months, for min 4 hours a week
- enjoying day-to-day HR duties
- English language proficiency
- excellent writing skills
- excellent communication skills
- knowledge/interest in precarious work, or employment rights or employability, particularly in migration and/or exploitation
- flexibility - working on different tasks in parallel

##### **Desirable:**

- enjoying working with a wide range of beneficiaries from different backgrounds
- experience of engaging stakeholders

#### **6. Why volunteer with us?**

- excellent learning for individuals looking to gain experience in the third sector
- being a small charity, you will be working closely with all members of the charity and gain an insight into the daily running of a charity: administration, finance, human resources
- greater comprehension of the plight of migrant exploitation in London's low skilled industries
- doing work on a niche issue, overlooked or entirely absent from other UK charities and from public awareness
- challenging the negative representations of EU economic migrants who have been typically negatively portrayed in the media and public debates - at a unique time when the UK's EU membership is intensely debated, with a focus on freedom of movement

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**7. Commencement date:** as soon as possible.

**8. Remuneration**

The role is voluntary. It is expected to become paid once funding is secured. Travel expenses for charity- related activities are reimbursed.

**9. How to apply**

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