

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

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 people who seek to understand their employment status, access their employments rights that have been breached, or improve their employability.

Where: Currently remotely from home, with the option to joining us in the office, and on outreach.

When: Flexible volunteering hours are available. Our opening times are Monday – Friday in London, and Saturday in Manchester from 11:00 to 17:00.

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 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 confidentiality 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, and collect outcomes monitoring data.

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. What we are looking for

Key skills:

- proficiency in any of the following languages: Romanian, Russian, Bulgarian, Spanish, or Polish
- commitment of at least 4 months, for min 4 hours a week
- well-organised, able to multitask and complete administrative duties to a high standard
- empathetic, with excellent communication skills and written English
- real interest in precarious work, employment rights or employability, particularly in issues surrounding migrants' rights.

Desirable:

- enjoying working with a wide range of beneficiaries from different backgrounds
- knowledge of employment rights and employability
- experience of engaging stakeholders through outreach and public speaking.

5. 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: brand building, strategising, partnership building, administration, and research.
- Greater comprehension of the issues affecting migrant workers in London's low paying industries
- Doing work on a niche issue, that brings real social value.
- Challenging the negative representations of EU economic migrants who have been typically negatively portrayed in the media and public debates - at a time when the UK's withdrawal from the EU has made our beneficiaries even more vulnerable.
- Possibility to shadow a caseworker as they help their clients.
- Provided with a reference after 3 months of volunteering with us.

6. Commencement date: as soon as possible.

7. Remuneration: The role is voluntary. Travel expenses for charity-related activities are reimbursed.

8. How to apply: Send us an email including your CV and a short cover letter outlining why you would like to join the team at contact@workrightscentre.org