



ENTRAIDE

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ROLE: VOLUNTEER CASEWORKER

About Us

Entraide is a well-established charity based in Solihull. Our aim is to promote the wellbeing of refugees and asylum seekers in Solihull and across the West Midlands and to facilitate their integration into society. We are currently the only refugee specialist organisation in Solihull providing support to around 2,000 clients a year from 30 different countries of origin. We are regulated by the Office of Immigration Advice Authority (IAA) to provide advice at Level 1 Immigration and Level 2 Asylum & Protection.

We operate four main services: Casework, Integration and Resettlement support, Befriending, and Children and Family Activities.

About the Role

Location: Solihull and Chelmsley Wood

Commitment: Minimum 1 day/week 9-4pm

Reports to: Volunteer Coordinator / Casework Supervisor

Purpose of the Role

To provide practical support, advocacy, and guidance to asylum seekers and refugees, helping them navigate complex systems such as housing, benefits, immigration, and health services. This role is vital in promoting empowerment, dignity, and integration.

Key Responsibilities

- Conduct initial assessments to identify service users' needs
- Support clients with form-filling, phone calls, and accessing services
- Liaise with external agencies (e.g., housing, legal aid, NHS) on behalf of clients
- Maintain accurate records of interactions and outcomes using Lamplight (training will be provided)
- Attend team meetings and training sessions
- Uphold safeguarding, confidentiality, and data protection policies
- Signpost clients to internal and external support services where appropriate
- Advocate for clients in a respectful and culturally sensitive manner

Skills & Qualities Needed

- Strong communication and interpersonal skills
- Empathy, patience, and cultural sensitivity
- Ability to work independently and as part of a team
- Basic IT literacy (email, data entry, online forms)
- Commitment to equality, diversity, and inclusion

- Willingness to undergo induction and training

Desirable (but not essential)

- Experience working with vulnerable groups or in advice/support roles
- Knowledge of asylum and refugee issues in the UK
- Multilingual abilities
- Familiarity with local services and referral pathways

What You'll Gain

- Hands-on experience in frontline support and advocacy
- Training in safeguarding, trauma-informed practice, and casework systems
- A chance to make a meaningful impact in people's lives
- References for future employment or education after the completion of an induction, training and 6 months volunteering

For further information please contact Alia on 07508 801 401 or aliahussain@entraideuk.org.uk