

Role Description: Integration Hub Welcome

Upbeat is a charity that exists to help refugees settle and rebuild their lives in the UK. We want to see strangers become neighbours. We are looking for enthusiastic, caring and compassionate individuals to join the Upbeat team.

It is a privilege to work with such inspiring people from around the world. Whilst it is a serious commitment, this is an extremely rewarding opportunity to come alongside refugees and asylum seekers as they navigate life in the UK.



Responsible to: Lauren Parton (Volunteer and Community Coordinator)

Location: Trinity Baptist Church, Green Ln, Derby, DE1 1RT.

Your Commitment

We require a 1-year commitment from all our volunteers. Our activities run on weekdays. We are looking for volunteers to commit to 1 session per week (though fortnightly can be considered).

Responsibilities

- To create a welcoming environment through setting up the room.
- To register participants as they attend our projects.
- To offer a warm welcome and refreshments.
- To chat with the participants as they wait.
- To complete referrals / needs assessments with new participants.
- To make up Welcome Boxes and organise groceries bags.

Qualities Needed

Volunteers will need to be:

- Punctual and committed to good communication with project lead.
- Reliable, responsible and have good communication skills.
- Respectful of those from diverse cultures with different beliefs.
- A good listener and be able to provide emotional support.
- Have the ability to cope with stressful situations.
- Be able to connect with individuals, build community and signpost appropriately, rather than advise or counsel.

Why Volunteer with Welcome?

Arriving in a new country can be a daunting experience, especially if you have been through trauma and loss. Our projects aim to reach out to people when they are most isolated. We offer a range of support to newly arrived refugee families and individuals in order to help them feel welcomed. As a volunteer at the Integration Hub, you will have the privilege of being one of the first faces they see as they arrive at a project, offering a welcome and inviting them into a place where they can belong, find community, and thrive.