



Member Reception Volunteer

Bristol Refugee Rights runs a drop-in at Wellspring Settlement which provides a place of safety and solidarity for asylum seekers and refugees in Bristol. As a member reception volunteer you will be at the core of making this space a welcoming, supportive and useful environment for our members. You will work closely with members helping to make sure they can access the support they need both from within BRR and from other partners.

Member Reception Volunteers sit on the front desk at our drop-ins – they are the first point of contact for all members arriving at our services. Welcoming them to the space, logging them into the drop-in on our computer systems and making sure they know what is available and how to access it that day. They will also be a key point of contact for members who want to ask questions about where to get help and how to get involved with BRR.

We are looking for someone who:

- is friendly and welcoming.
- has good communication skills especially with people whose first language is not English
- has good attention to detail
- is patient and calm under pressure and willing to help out with a range of tasks as well as welcoming people
- knowledge of one or more of the main languages of the members we support e.g. Pashtu, Dari, Farsi, Kurdish Sorani, Arabic, Tigrinya, Amharic
- understands the importance of boundaries and is able to work within BRR's boundaries and safeguarding policies
- has good IT skills and is willing to learn how to use our database system
- is passionate about welcome for asylum seekers and refugees and wants to be part of making people feel welcome and safe in Bristol.

Volunteers need to be:

- Available to volunteer either on Wednesday 9:30am to 1:00pm or Thursday 9:30am to 2:00pm.
- Able to make 6 months' commitment to the role
- Able to attend Compulsory induction training on **Wednesday 22nd April 2026** or **Thursday 23rd April 2026 from 9.30am - 2.30pm**
- Available to attend an additional role specific training
- Committed to attending training, regular supervision and occasional meetings

Volunteers will get from this role:

- To play a key part in a vibrant and supportive community
- Work with Asylum Seekers and Refugees
- Knowledge of other services that exist to support asylum seekers and refugees in Bristol
- The opportunity to meet people from all over the world
- Develop skills and knowledge that you can take with you to other opportunities

What we provide

- An induction and ongoing relevant training for your role.
- Regular volunteer meetings and supervision.
- References after six months of volunteering experience

- Training in the UK Asylum process and other informal training opportunities
- Expenses payments for costs incurred whilst volunteering

Many of our members are in extremely vulnerable situations because of their immigration status, trauma and other factors. Because of this we must take a cautionary approach to ensuring that the people working with them (both volunteers and staff members) are appropriate and safe.

All volunteer roles at BRR are, therefore, subject to both references, and a DBS check.

For more information, please contact Risper Gikonyo, Volunteer Coordinator

Email: volunteering@bristolrefugeerights.org

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