



Help Desk Assistant

Bristol Refugee Rights run drop-ins at Wellspring Settlement which provides a place of safety and solidarity for asylum seekers and refugees in Bristol. As a helpdesk 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.

Each Help Desk volunteer is trained to complete 3 roles at our centre:

- Reception - being the first point of contact for members - signing them in using our database system and making sure members know where to go to get the help they need in the centre.
- Working on the help desk supporting members to complete forms/ get referrals/ make appointments that they may struggle to access without support. These will all be non-specialist referrals for example helping someone register at a GP but will require handling of sensitive personal data about members. This work aims to make sure that our members are not excluded from the services that they are entitled to.
- New member interviews - welcoming new members to the centre and getting the key information we need from them to register as a member of BRR. You will also make sure that they understand what we will do with their information, what support BRR can offer them and what is expected of them as a member of our organisation.

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
- 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 Wednesdays 9.30am to 2.00pm or Thursdays 9:30am to 2:30pm
- Able to make 6 months' commitment to the role
- Available to complete an initial induction training on **Wednesday 21st October 2026 or Thursday 22nd October 2026 from 9.30am to 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 Tel: 07597 226836
Bristol Refugee Rights, Wellspring Settlement, 43 Ducie Road, Bristol, BS5 0AX