**EU Project Volunteer**

The EU Project Team at Citizens Advice Wandsworth provides information, advice and casework services to our clients across the borough at our Battersea Library Advice Centre, our community location in Roehampton, remotely (by phone and email), and other locations through outreach work.

Volunteers join our EU Project team as EUSS casework volunteers and your initial training with us is spent in observing and working under supervision in EU casework roles at **Battersea Library** or remotely via Microsoft Teams or Zoom.

This volunteer position offers an excellent opportunity to support some of the most vulnerable in our community and also to gain specific experience in a key area of the rights of EU nationals in the context of Brexit.

**You will**

Assist people applying to the EU Settlement Scheme

Assist people to understand what their status means and the rights the status gives them

To support clients with this type of application, you will receive in-house training and will work under the supervision of our experienced staff

**Commitment:**

We ask you to commit for 2 days per week for a minimum of 6 months: the days and hours can be discussed with you

**Location:**

* Battersea Library, 265 Lavender Hill SW11 1JB
* Home working
* Outreach locations in Wandsworth – optional

**Volunteer Profile**

**Main tasks:**

* To assist and provide guidance to clients by phone, email or in person (once services are resumed after lockdown ends) with the completion of their EU Settlement Scheme application
* To ensure the form is completed to a high standard and within the scope of the role
* To assist clients with information about the application, the process and the outcome
* To record accurate and confidential information onto the case management database
* To answer telephone calls from clients and respond to email enquiries

**What we require:**

* Availability for both remote and face to face sessions
* Good knowledge of the EU Settlement Scheme, this may have been achieved by submitting the EUSS application yourself/for your family members, or by working/volunteering with OISC accredited organizations
* Ability to communicate efficiently, explain complex concepts in a simple manner and being sensitive when working with people of different nationalities and backgrounds.
* Ability to use and learn IT systems with a high degree of fluency, ​including ability to demonstrate to others. Relevant systems include telephony platforms, database software and online information resources.
* Friendly, approachable and adaptable
* Good standard of excellent interpersonal and communication skills
* Ability to act on own initiative and organise workloads effectively.
* Must be accurate and have attention to detail
* Commitment to ongoing training and development
* Adhere to agreed centre policy and procedures
* Commitment to the Citizens Advice Aims and Principles
* Fluent in one EU language, preferably Polish or Portuguese (desirable)

**What we offer:**

* Immigration Advice Training in relation to the EU Settlement Scheme
* Building up experience and expertise towards the OSIC EUSS Level 1 qualification
* A practical learning environment and on-the-job training

**If you are interested in the above role please apply using the application form on our website volunteering section and you will be contacted to discuss your application**

**www.cawandsworth.org**

**Please mark your application – EU Settlement Scheme (EUSS) Volunteer**

**Or contact**

**volunteering@cawandsworth.org**

**Tel 0203 559 2008**

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