



PHONE CREDIT FOR REFUGEES

VOLUNTEER JOB ROLE

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| Volunteer Role | Online Administrator |
| Organisation Name | Phone Credit for Refugees |
| Organisation Overview | <p>Phone Credit for Refugees provides phone credit to mobile phones for refugees so they can stay in touch with their families, communicate with support agencies, and stay safe. The service is delivered by volunteers working from home via the Phone Credit for Refugees Facebook page and personal message. We work primarily across Europe and the Middle East, using our Facebook page as a point of contact for group members, individual donors and refugees themselves.</p> <p>We aim to:</p> <ul style="list-style-type: none">• Keep refugees safe by ensuring they have the ability to summon emergency assistance• Reduce the isolation felt by individual asylum seekers and refugees and allow vital family contact• Provide the means for refugees to liaise with immigration and support agencies so that asylum claims can be expeditiously resolved• Provide access to information, news, services and education via mobile internet data• Provide refugees with a voice and connection to the outside world, and• Raise public awareness and humanise refugees as individuals |
| Location of position | Working from home. Volunteers must have regular access to the internet and ideally access to a laptop/computer. |
| Responsible to | Lead volunteer |
| Purpose/ summary of role | To process request online requests on our Facebook page for phone top-ups from refugees, asylum seekers and displaced people across Europe and beyond. |

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| Description of key tasks | <ul style="list-style-type: none"> • Regular contact with refugees online via private Facebook message service • Verify the identity of applicants, their whereabouts and their official status • Verify applicants' IMEI codes, phone numbers and network providers • Verify the URLs of applicants' Facebook pages • Carefully check and record applicants' details on the Phone credit for refugees and Displaced People database • Process online top ups and voucher distributions |
| Desired skills and experience: | <p>Essential:</p> <ul style="list-style-type: none"> • Friendly manner, welcoming and efficient • Reliable and trustworthy • Sensitive and tactful nature • Methodical and organised • Ability to work on own initiative • Basic IT skills, including messenger, Google translate and online mobile phone top-up sites • Patience across language barriers • Computer literate and comfortable with the main Microsoft Office tools • Comfortable working as part of a team • Good communication skills • Understanding of safeguarding • Commitment to work in compliance with policies and procedures <p>Desirable:</p> <ul style="list-style-type: none"> • Customer services experience • Knowledge of using databases • Knowledge of data protection requirements • Willingness to undertake any other duties and training as reasonably requested |
| Time Commitment | Minimum of 2 hours a week |

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| Qualifications and personal skills | <p>You do not need to have any related qualifications for this role but you should be:</p> <ul style="list-style-type: none"> • Friendly, reliable and trustworthy • Good communication skills • Understanding, patient, empathetic and good at listening • Open-minded and non-judgemental • Good attention to detail • Understanding of issues surrounding confidentiality |
| Training and Support | <p>You will receive specific training for your role and ongoing support from the lead volunteer, including:</p> <ul style="list-style-type: none"> • Induction to the organisation • Full training on all aspects of the role, including access to the “How To” Guide • Access to tools needed to gather information from requesters • Regular updates on organisational activities • Access to the volunteer handbook • Access to the 24 hour online FB chat line |
| Reimbursement of expenses | May be done via PayPal where applicable |
| Benefits to volunteer | <ul style="list-style-type: none"> • Volunteers will gain extensive experience of working with vulnerable people from a number of ethnicities • Experience of working with refugees and asylum seekers • There will be opportunities to develop skills in marketing, PR and fundraising • The opportunity to develop new and existing skills and gain experience volunteering in a charity • The satisfaction of knowing you are making a vital difference to displaced people across the globe • This could be an ideal opportunity for someone who wants to gain experience in the social care field |
| Application Procedure | Online via the Volunteer Application form. |
| Reference | You will need to provide two references. |

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| Trial Period | 1 month |
| Contact Information | James Pearce - 07790 293208 or 01953 713884 |