

Volunteer role profile: Welcome Mentor

The role of Welcome Mentor provides a unique opportunity for a motivating and friendly person to make a difference to people at a pivotal point in their lives. The role involves providing short term support to an asylum seeker when they first arrive in Swansea. The aim is to empower them to do the things that they want, need and wish to be doing in the city.

Using your interpersonal skills, and the support of staff, you will support individuals to develop a bespoke plan which you will follow together. This might include getting to know the Swansea area and relevant services and groups. You will also be fully trained and supported to measure outcomes and attend a follow-up appointment with the individual.

Main duties:

- Meeting with a newly arrived asylum seeker or refugee and finding out about their needs, interests and aspirations.
- Supporting them to start the journey towards meeting these aspirations.
- Supporting an individual to develop their own individual action plan based on their personal goals.
- Providing necessary support to achieve these goals. For instance: support to access transport, find their way around the city, attend groups, access services and get to know their local community.
- Working alongside research assistants/ staff to share your knowledge of local areas.
- Reporting any problems or concerns to project staff.
- Carrying out a follow-up visit.
- Using project-specific paperwork to track progress.

Skills and attributes required:

- A warm and non-judgemental attitude.
- The ability to support/ empower people to do things and learn for themselves.
- The confidence to challenge discrimination tactfully.
- The ability to work independently on a one to one basis with a participant.
- Some knowledge of the Swansea area.
- Ability to develop rapport in a short space of time
- Good judgement/ the ability to recognise if someone needs further support
- The ability to learn how to use project specific approaches and systems (full training given)
- Timekeeping i.e. punctuality and commitment
- Respect for confidentiality
- The ability to be guided by the needs and wants of participants
- Mentors should be over 18, however, there may be opportunities for under 18 year olds.
- The ability to speak English. Other languages are also desirable.

Please note that all volunteer mentors will be asked to provide us with details of a person who can act as a reference. If you feel it will be difficult for you then please let us know.

Contact: Hannah@dpia.org.uk

07496172896

Cities of Sanctuary, SCVS, 7 Walter Road, Swansea, SA1 5NF

Welcome to Swansea: <http://swansea.cityofsanctuary.org/welcome-to-swansea-mentoring-project>

Mentor role profile (3)

Time commitments:

All volunteers are asked to commit to an initial training session (4-5 hours approximately) before being accepted on the scheme. In addition, each individual mentoring project will involve:

- Up to eight visits of approximately 2-4 hours (timings to be arranged at a mutually convenient time for all)
- One supervision session (maximum one hour) with project staff.
- A follow-up session of one hour maximum (a month after final visit/ session).
- Time to complete necessary paperwork and evaluations throughout the project.

In order to ensure that our time and resources are used efficiently we ask that all volunteers commit to mentoring at least two people.

Volunteers are welcome to mentor as many times as they wish to!

This role offers opportunity to develop skills in:

- Health and social care related areas i.e. social work, occupational therapy, support work.
- Solution focussed outcome planning
- Interpersonal skills
- Evaluation and monitoring
- Diversity awareness
- Mentoring
- Advocacy

What you will receive as a volunteer:

- Initial induction/ training
- Use of office space and access to a computer/ internet if needed.
- Travel expenses and other expenses i.e. childcare, as appropriate.
- Regular supervision and support to track and measure your learning
- Bespoke certificate unique to your individual learning
- A certificate of exceptional commitment is also given to volunteers who contribute 50 hours or over.
- Opportunity to access relevant training
- A reference upon completion of introductory period

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