



## **Role : Volunteer Mentor**

**Location:** Public spaces (Libraries, Cafés, welcome centres, community spaces - including Borderlands, The Assisi Centre, Lawfords Gate, Bristol BS5 0RE)

**Work Hours:** 2 hours a week for a total of 6 months starting from the date of the initial mentoring meeting between Mentoring Manager, mentor and mentee.

**Time Commitment:** Volunteer mentors must be committed to mentoring a refugee/asylum seeker for a total of 6 months. To become mentors, candidates need to undertake 4 evenings of compulsory training and other mandatory training, e.g., on safeguarding.

**Responsible to:** Volunteers work closely with the Mentoring Manager and Mentoring Officer.

**Working relationships:** You will work as part of a team which includes other volunteer mentors, the Mentoring Officer and the Mentoring Manager.

**Overall Purpose:** Provide emotional and practical support to vulnerable asylum seekers and refugees (R/AS).

### **Specific Duties and responsibilities:**

- Attend **induction training** (4 evening sessions)
  1. The work we do at Borderlands, the UK asylum system and myth busting.
  2. The role of the mentor and boundaries/safeguarding.
  3. Working with people with trauma and protecting against vicarious trauma (led by Trauma Foundation South West)
  4. Signposting and the practicalities of the project (with a shared meal to finish)
- Provide **practical and emotional support to** refugees and asylum seekers for example by:
  1. supporting them in accessing education
  2. supporting them in accessing professional trainings and volunteering opportunities
  3. supporting them in looking for work
  4. signposting them to relevant agencies and services for AS/R\* and helping them becoming familiar with the local area



5. supporting them emotionally throughout the complicated asylum process
6. practising written and oral English
7. practising the theory exam of the driving license

- Complete feedback forms after each mentoring session
- Observe confidentiality and work within Borderlands policies and guidelines

**Skills you need:**

- Great communications skills and ability to communicate with people with limited English.
- Be resilient and able to cope with maintaining a relationship with someone who is and/or has experienced trauma, abuse, homelessness, mental health or other serious issues.
- Be interested in learning from other cultures and in developing new skills and knowledge.
- Be reliable both for the mentee and for the mentoring manager in completing feedback form and responding to communications.
- Be patient and persistent, relationships can take time to develop and some of the systems you will be supporting mentees to navigate can be frustrating.
- Understand why boundaries are important in a mentoring relationship and have the confidence to ensure these boundaries are respected even if this means saying no.
- Be compassionate and empathetic and have a passion for supporting a culture of welcome for those who have come to the UK to seek sanctuary.

If you are interested in this role, please fill out this expression of interest form:

[Expression of Interest - Volunteering at Borderlands – Fill in form](#)