



Stansted Airport Ukrainian Refugees **Volunteer Role Description**

Description of Opportunity:

Support the smooth arrival of Ukrainian Refugees and their families, help facilitate their onward travel or connection with their relatives or host family. Support them with other needs that are identified.

To operate from the Terminal Building at the Ukrainian Assistance Triage Point and when needed at the Main Support Hub in Enterprise House.
To support both adults and accompanied children

Each team of two Volunteers will be led and supported by an onsite Coordinator

Available shifts will operate: 7 days per week: 9am to 12pm/12pm to 4pm/4pm to 8pm/8pm to 12.30am

Full induction and training will be provided online and must be completed to be ready to be deployed; an Enhanced DBS will be expected to be completed. (CVSU will coordinate DBS checks)

You will be provided with Identification passes and tabards that will identify you as a 'Ukrainian Support Volunteer'

Additional support will be available at all times for debriefing or other concerns to be managed by your onsite Coordinator or other Senior Managers

- To cover the Ukrainian Triage Point during a 4 hour shift to provide a welcome, support and advice
- Problem solving
- To provide emotional support
- Provide Welcome Packs to refugees
- Record all: Actions/Enquiries/Outcomes and Refugee details on the CVSU Database
- Escalate any serious concerns or disclosures to your onsite Coordinator
- Report immediately anything that is likely to pose a threat to the refugee, yourselves or the site to your Coordinator
- Report immediately any Safeguarding concerns you identify or are brought to your attention or particularly traumatic disclosures
- Complete a daily written log
- Provide signposting (where we have been provided with that information).

- Provide our information leaflet translated into Ukrainian/Russian
- Provide SIM cards, chargers & cash assistance (check criteria in hub red folder) hygiene items and toys available - please ensure the sims, chargers, hub phone, laptops and all other equipment are locked away in the Triage Point cabinet at the end of each day
- Translation services available by phone, please ring Language Line to access this service on 0845 266 5000 and quote the ID below: Council for Voluntary Service Uttlesford - OPI: 682847
- Further support will be provided to you by the onsite CVSU Coordinator
- For more complex cases the Main Support Hub will be available for you to use
- CAB, UDC Housing, Mind in West Essex, Touchpoint Community Services and CVSU Support services will be available to you by phone and in more complex cases will visit the Main Support Hub
- Food will be provided by the airport for beneficiaries and volunteers in the hub and hot food vouchers available for beneficiaries.
- Partner agency volunteer's assistance is via phone - information can be found in the Triage Point Manual
- Once you have completed your shift please complete the end of shift sheet and report to your shift Coordinator.

Please Bring:

- Packed lunch if you wish to do so or make use of some free local airport concession on production of your ID Pass at Costa, M&S and Burger King are providing free meals for volunteers
 - Location of free staff parking details will be provided located next to the terminal building
- No Covid 19 masks need to be worn

Contacts:

Any Questions or clarification regarding the expectations of Volunteers please contact CVSU 01371 878400 or email: info@cvsu.org.uk ask for Clive Emmett or Richard Corby

Any questions or clarification regarding rotas and shift coverage opportunities please contact Volunteer Uttlesford 01799 510525/524 or email: volunteer@volunteeruttlesford.org.uk and ask for Sue Dennison or Tessa Deriziotis

Expenses

- Travel expenses can be reimbursed upon completion of a CVSU expenses form

Skills and Qualifications Required:

Recruitment process:

Age of Volunteers: 18 years and above

Brief application to be completed

Informal interview will be conducted

Enhanced DBS required

One referenced required

Full training provided and must be completed to be deployable

Experience:

- Previous Volunteering experience – Desired but not essential

Skills:

- Communication.
- Collaboration.
- Organisational skills.
- Problem solving.

Aptitude and Abilities:

- Ability to communicate in a calm and professional manner.
- Ability to work within the team
- Recognise own limitations and seek support from others.
- Act in a way that supports equality and values diversity.

Values

- Show empathy and compassion towards others and treat people with dignity and respect.
- Show resilience, adaptability and flexible approach as situations arise.
- Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others.



Start date of project 09:00am on the 3rd of May 2022.

Compiled by Clive Emmett CEO CVSU