

/ VOLUNTEER OPPORTUNITIES /



**Scalabrini**  
Centre of Cape Town

# WELFARE VOLUNTEER

FULL -TIME

MINIMUM COMMITMENT: 5 MONTHS

# ABOUT SCALABRINI VOLUNTEERS

Scalabrini is a Cape Town based NGO that offers specialised services to Migrants, Refugees and South Africans. Scalabrini's services focus in four key areas including:

Para-legal advice office | Advocacy and Knowledge Sharing  
Socio-economic Integration | Well-being and Welfare

Scalabrini's mandate is to support integration and advocate for human rights, we achieve this through a holistic approach that considers all basic needs.

Integral to the success of Scalabrini is the work that our volunteers do in the centre. Each year, we welcome both local and international volunteers who work in all areas of our programs. Without the commitments of volunteers we would not be able to reach as many clients as we do and provide many of the services they have access to.

By choosing to volunteer with Scalabrini you will

- **Work directly with clients.**
- **Be mentored and supported by highly qualified and experienced team.**
- **Develop a deeper understanding and knowledge in the field of migrant populations in South Africa.**
- **Develop various skills in your area of interest.**
- **Be part of a small organisation making meaningful impact to those we serve.**

## VOLUNTEER YEARLY IMPACT...



**20 000 hours of service**



**impacting 6000  
Scalabrini Clients**





# WELFARE VOLUNTEER OVERVIEW

The Welfare Intern is expected to work aligned with these key values and adhere to all organizational policies. The roles of the Welfare Intern are to assist the welfare team in their daily tasks, to work closely with clients in order to find sustainable solutions, to monitor and evaluate the work of welfare in order to screen impact and effectiveness.

## Tasks may include but not limited to:

- Assist the welfare team in making proper assessment (in various languages) in order to offer the best assistance
- Assist in solution finding for special case/emergency case clients (helping on accessing hospitals or clinics, providing information relating to social grants, finding available skills training and support groups, buying emergency supplies or transport tickets.) Work therefore closely with the welfare officer.
- Develop action plans with the clients in order to improve their situation in the long term and raising their independency.
- Referring clients to other sources of help, as appropriate (e.g. housing and accommodation support services, shelters, employment support services, medical health services, psychiatric services, counselling services, social work services, legal services) using a written referral form
- Keeping records of all client assessment, internal and external referrals, reports and correspondence
- Conduct 'home visits' to the most vulnerable and marginalized clients, monitoring the living conditions of the clients and evaluating the possibilities of improvement
- Developing and conducting a Monitoring and Evaluation system, to ensure the effectiveness of the Welfare Desk
- Network sourcing in order to facilitate the referring of clients
- Attend regular meetings with the welfare team.

## Skills and attributes needed:

- Active Listening. Much of the welfare personnel role is to listen effectively. ...
- Emotional Intelligence....
- Critical Thinking. ...
- Tolerance and Setting Boundaries. ...
- Empathy. ...
- Communication skills(English essential or any other African language)
- Administration skills...
- Social work background..

## Commitment

**We require a minimum commitment of five months for this position.**



For more information or to apply to be a Scalabrini Centre Volunteer, please send an email to [ivolunteer@scalabrini.org.za](mailto:ivolunteer@scalabrini.org.za) or call +27 21 465 6433