



Volunteer Role Descriptions & Person Specifications

(Updated: October 2025)

About Justice First

Justice First is a small organisation with a huge reach. We provide specialist legal advice across Teesside and Tyneside, delivering support remotely, through drop-ins, and via appointments. We are looking for motivated, committed volunteers to join us and help support this important work.

General Information

- We are looking for volunteers who can commit on a weekly basis.
 - Induction and training will be provided for specific roles, along with a general volunteer induction.
 - If you have any questions, please get in touch for more information:
info@justicefirst.org.uk
-

Current Volunteer Roles

We are currently recruiting for four volunteer roles:

1. Volunteer Administrator
2. Volunteer Interpreter
3. Volunteer Casework Assistant
4. Drop-in Volunteer

Detailed information about each role is provided below, including a Role Summary and a basic Person Specification to give you an idea of the skills, experience, and qualities we are looking for.



VOLUNTEER ADMINISTRATOR	
Role Summary	<ul style="list-style-type: none">• Support day-to-day office operations• Answer phone calls and welcome visitors• Manage data entry on our online database• Assist with general admin and organisational tasks
Person Specification	<ul style="list-style-type: none">• Organised, reliable, and detail-oriented• Confident in answering phone calls (training provided)• Proactive and able to take initiative during quieter times• Flexible and adaptable to office needs• Friendly and professional when welcoming visitors

VOLUNTEER INTERPRETER	
Role Summary	<ul style="list-style-type: none">• Provide language support in person and by phone• Interpret during client appointments• Translate non-legal materials (e.g., posters, general info)
Person Specification	<ul style="list-style-type: none">• Fluent in English and at least one other language• Ideally has interpreting training or qualifications (not essential)• Reliable and able to commit to agreed days and times• Good listening and communication skills• Sensitive to confidentiality and cultural differences



VOLUNTEER CASEWORK ASSISTANT	
Role Summary	<ul style="list-style-type: none"> • Assist staff with non-regulated casework • Research country information and reports (hybrid/remote possible) • Help draft simple supporting documents
Person Specification	<ul style="list-style-type: none"> • Strong written, research, and analytical skills • Empathetic and respectful when supporting clients • Able to handle sensitive information confidentially • Interest in social justice, migration, or community support • Preferably has experience in casework, research, or the migration sector

DROP-IN VOLUNTEER	
Role Summary	<ul style="list-style-type: none"> • Welcome visitors and create a friendly atmosphere • Offer teas, coffees, and snacks • Monitor numbers in the building and check people in/out • Keep the space organised and tidy throughout the session
Person Specification	<ul style="list-style-type: none"> • Friendly, welcoming, and approachable • Reliable and able to commit to agreed days and times • Proactive during quieter periods • Comfortable working with people from diverse cultural and linguistic backgrounds • Preferably has experience communicating with non-English speakers