

*EYST  
Wales*

Placement  
Opportunities

## Host Organisation: Chinese in Wales Association

by Yuan Ren

I heard about the placement from the Chinese in Wales Association (CiWA) webchat group and was encouraged to apply by a friend who was already working for CiWA. The application process was stress-free and when I went to EYST for an informal interview, everyone was very friendly and helpful.

When the placement started, both EYST and CiWA were very welcoming, they were supportive throughout the placement and made me feel a valued team member. There were also team meetings, forums, short online courses and online certifications shared widely across the organisations. Whenever I had any questions I could email or text my project manager, they are always happy to help when needed.

Undertaking this placement that made me feel a sense of achievement and boosted my confidence in looking for permanent positions. I made good contacts at my work place and gained future opportunities to secure employment.

It helped me develop communication skills and especially all IT skills, which have become ever so important and essential to today's working environment. I am a lot happier and a more confident person than before!

If someone is thinking about applying for a placement at EYST, they should just go for it, without doubt! The support and training they provided was professional and relevant throughout the placement.



**“I am a lot happier and a more confident person than before!”**

## Host Organisation: African Community Centre

by Kwesi Idun

I found out about the placement through Jill Duarte, our director and my line manager at the African Community Centre (ACC), as I was their marketing volunteer. She had been informed that the Ethnic Minorities and Youth Support Team Wales (EYST) provide placements. I met with Deborah Cooze and Rajmin Begum, from EYST, and they explained the process and signed me up for my placement.

There were big differences between volunteering and working at ACC. I could access more services and my access to our social media platforms were extended, which allowed me to promote my marketing material to a wider audience. Furthermore, I began to work with colleagues I had never worked that closely with previously as their fields are in other services within ACC – namely Jessie Jones, one of our counsellors. I designed flyers for her project, REACH Counselling for Refugee and Asylum-Seeking Children and Young People, and worked on providing translations for her consent forms so it was accessible to more people.

The placement has given me the chance to hone skills I had gained through volunteering such as communicating with organisations and individual clients, catering to their requests (e.g. making necessary amendments to flyers), but on a larger scale. I received constant support from my colleagues at ACC and my placement line managers at EYST. By attending EYST's weekly staff meetings, I was able to share my progress with the entire team and they were always very interested in how the placement was progressing.

For anyone who is thinking about applying for a placement at EYST, go for it! It will test you, as it has in lockdown, but the feelings of accomplishment you'll get when you send a piece of work is immense.



**“For anyone who is thinking about applying for a placement at EYST, go for it!”**

# GIRL TALK



**FEATURING SPECIAL GUEST BEVIN MAGAMA**

**MONDAY 1 JUNE 2020 AT MIDDAY - 13:00**

## HITTING THE GROUND RUNNING

**30 March 2020 was my first day of placement as a Marketing Coordinator for the African Community Centre, as a collaboration between the ACC and Ethnic Minorities and Youth Support Team Wales.**

I had been a marketing volunteer at the ACC for almost seven months, which meant that I was able to hit the ground running. The necessity to adapt to a new way of working alongside millions of others around the country proved difficult at first, not least when beginning a placement, but as a marketing coordinator, most of my work is carried out virtually, so I soon adapted to the change.

While the lockdown has halted face-to-face interaction with clients and service users, it has not stopped virtual interaction. Working from home has meant that previous services carried out by the ACC have seen major adjustments made to combat the outbreak.

The ACC's weekly women's group has been moved online, with sessions taking place every Monday afternoon under the title Girl Talk. A male equivalent, Man Talk, has also been included, with sessions taking place every other Thursday. All sessions take place over Zoom. Girl Talk and Man Talk sessions range from anything to in-group discussions about life in Swansea to appearances from guest speakers.



# REACH: ME

ARE YOU AN ASYLUM SEEKER OR REFUGEE?

WOULD YOU LIKE THE OPPORTUNITY TO SPEAK TO A THERAPIST ABOUT ISSUES THAT CONCERN YOU?

ARE YOU 18 OR OVER?

THEN THIS IS FOR YOU!

FOR A REFERRAL FORM, CONTACT THE AFRICAN COMMUNITY CENTRE ON 07825287334

OR EMAIL  
j.duarte@africancommunitycentre.org.uk  
AND

jessie.jones@africancommunitycentre.org.uk



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Working together to break down barriers Cydweithio i oresgyn y rhwystrau



Parents & toddlers

## Parent and Toddler Sessions for BAME Parents

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Please phone 07825 287 334 or  
email: j.duarte@africancommunitycentre.org.uk  
for further information, and to put your name on the waiting list



African Community Centre

Tel: 0192 470298

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These sessions have proved invaluable for the participants, who are mostly asylum seekers or refugees in a new country where they may not know anybody that well, may not speak the language fluently, or may just be lacking in confidence. Add on top of that a global health pandemic and the resulting lockdown, which has taken away their only opportunities to interact with others in similar positions to themselves, and you have a potential increase in mental health issues, so ensuring that the flyers for these sessions received as wide a distribution as possible was vital.

But Girl Talk and Man Talk provide a weekly or biweekly chance for clients to air their grievances or concerns.

They share their experiences of lockdown with their friends in a confidential environment – even if it is only to a computer screen for 90 minutes.

Despite my previous voluntary experience in marketing, the placement raised the bar as the rate in which I had to produce promo material and my interaction with staff members increased, as well as liaising between two organisations simultaneously and providing weekly reports and time recordings of my progress. It gave me not only a work ethic, but a routine of checking emails constantly as it has been the main form of contact. Working in lockdown also gave me an idea of what it is like to work from home – an experience I had never had before.

This placement has enabled Kwesi to experience working in the Third Sector for the first time. He has produced great work for the African Community Centre as Marketing Coordinator and both the organisation and Kwesi have benefited from the programme.

JILL DUARTE, ACC



Photo credit: @marjanblan, Unsplash

## NO TWO DAYS THE SAME!

My name is Yuan Ren, I have been living in Swansea since 2009. I am a freelance translator (English to Mandarin Chinese) and also a volunteer at Chinese in Wales Association (CiWA) and Citizens Advice Swansea.

At first my placement was to be helping with after school activities for children in the Chinese community but COVID-19 changed all that! Instead, I have been helping provide webchat support to the Chinese community during lockdown, answering any enquiries related to the current situation and helping community members overcome their problems.

A large part of my time has been familiarising myself with the ever-changing policies and updates, and translating the most relevant information, to make sure that the Chinese community stays informed.

### Delivering facemasks and PPE

At the very beginning of the coronavirus pandemic, many local hospitals and other health workers were short on vital supplies. CiWA was able to react quickly to organise donations from the Chinese community that were used to purchase facemasks and other PPE that were then delivered to NHS front line workers.

- CiWA also encouraged the Chinese community to share photos with messages of support to show our thanks to our NHS heroes, 100 of these photos were then combined and shared on Facebook.
- Another 1500 masks delivered to local care homes and special teaching facilities.
- Currently, we are delivering 4000 facemasks to vulnerable individuals, elderly, refugee families and community members across Wales, door to door or by post.



Photo credit: @unitednations.talenthouse.com, Unsplash

#### **Translation and Proofreading**

I have translated and proofread over **15,000** words of guidance from the government. I have also translated press releases from English to Mandarin Chinese, on topics such as support for businesses, self-employment income support scheme, free school meals, school closure information, guidance for landlords, self-isolation guidance for households with possible coronavirus, and all the changes to the lockdown. It has been a very busy time.

#### **Supporting Chinese refugee families, elderly and vulnerable individuals**

I have delivered free skipping ropes and badminton rackets to local refugee families in Swansea. I have helped elderly and vulnerable individuals with their shopping, orders and collection of prescriptions.

#### **Hate Crime Reporting**

I have reported hate crimes to the police and followed up any cases requiring further assistance.

#### **Mental health on children and adults**

Supporting any member who needs well-being support and refer them to consultation service and provide interpretation when required.

#### **Helped address enquiries**

Answered all manner of queries around Universal Credit claims (first claim, missed payments or online ID verification), child tax credit, claiming a grant for self-employed workers, council tax reduction for restaurant owners, passport or visa services, lockdown rules, online symptom checker, and test trace protect programme.

**Yuan's previous experience has truly been an asset of the team. She has played a key role in conveying important messages to Chinese community in COVID-19 pandemic.**

**GEOFFREY LEE,  
CIWA**

**"It has been a very busy but rewarding experience!"**



Ethnic Minorities  
& Youth Support  
Team Wales

Tim Cymorth  
Lleiafrifoedd Ethnig  
& Ieuenctid Cymru



@eystwales



/ethnicyouthsupportteam



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