

Volunteer Role Description

Solace Women’s Aid supports women and children in London to build safe lives and strong futures, free from domestic and sexual violence and abuse.

Role Title	Waltham Forest SASS Volunteer
Service	Waltham Forest SASS Team
Work Place Supervisor	Duty Worker – appoint 2 volunteers
Location	Waltham Forest Resource Hub, 1 Russell Road, E10 7ES
Commitment	1/ 2 days
Duration	Ongoing
Role Description	<p>Our busy Waltham Forest team is seeking a reliable and organised volunteer to assist the Advocacy service. You will act as the first point of contact for professionals and service users. In addition, you will provide administrative support to the team and processing referrals emailed into the service.</p> <p>Day to day responsibilities in this role include:</p> <ul style="list-style-type: none"> - Providing information and advice to professionals and service users - Processing new referrals coming into the inbox - Navigating and inputting information into the Solace database Oasis, handling client data and sensitive information - Explaining confidentiality to professionals and service users and seeking consent to store or share information where necessary - Signposting and referring callers to appropriate alternative services as required - Working alongside the Duty worker
Benefits to the volunteer	<p>As part of this role you will have the opportunity to:</p> <ul style="list-style-type: none"> - Work as part of a feminist organisation to improve the safety and wellbeing of survivors of domestic violence - Develop skills in triaging and allocation of new cases to the appropriate services. - Gain knowledge of the options available to survivors of domestic violence including how to refer to alternative services - Gain experience of multi-agency partnership working
Skills and Qualifications Required	<ul style="list-style-type: none"> - An understanding of the issues faced by survivors of domestic violence and a desire to build on this - Excellent interpersonal and communication skills - Good administrative and computer skills including

	<p>proficient use of Microsoft Office</p> <ul style="list-style-type: none"> - A solid understanding of the importance of professional boundaries and confidentiality - The ability to exercise a non-discriminatory, non-judgemental approach to supporting survivors - A flexible approach to your work - Strong organisational skills and the ability to prioritise - A commitment to Solace’s feminist approach to ending violence against women and girls
Training Opportunities	Volunteers will be able to access Solace Women’s Aid’s induction and internal volunteer training programme. Full support will be given to help volunteers understand and carry out any aspect of the role as appropriate.
Lived Experience	Solace recognises the expertise and perspective that women with lived experience bring to their volunteering roles. We also recognise the potential for re-traumatisation that may occur whilst volunteering. We will therefore consider each volunteer opportunity on a case by case basis, with a focus on the suitability of that individual for that specific role. Suitability for the role will be determined by the Service Manager at the point of interview and will not be solely based on the length of time elapsed since receiving a service. Women cannot volunteer for a service in the same borough as where they received Solace services.
Expenses	As per our Volunteer Policy the following expenses will be reimbursed. Travel expenses will be reimbursed at a maximum of £20 a day. Agreed lunch expenses up to a maximum of £5 will be reimbursed for those volunteering for over 6 hours in a single day.
For more information contact	<p>Volunteer Coordinator</p> <p>Email: volunteering@solacewomensaid.org</p> <p>Call: 020 3795 9220</p>

At Solace we are committed to creating a diverse and inclusive environment for our volunteers. The Service Users we support come from all backgrounds and we want to reflect that in our volunteering team. We are happy to consider any adjustments you might need to support you in your role. If you would like to discuss this further with the volunteer team, please contact us at volunteering@solacewomensaid.org. This will not affect your application.