

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	Sylheti-Speaking Duty Volunteer
Service	Tower Hamlets SASS
Work Place Supervisor	Francine Nicholas
Location	15 St Margaret House, Old Ford Road, E2 9PL
Commitment	1 day a week Friday
Duration	6 months minimum
Role Description	<p>An exciting opportunity has arisen supporting our SASS team which enables victims of domestic abuse to access support to reduce risk and increase safety.</p> <p>We are looking for a reliable and organised volunteer to assist our duty team, supporting survivors in an advocacy and admin role:</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> - Assist with the processing of referrals for duty with service users. - Take initial call details with the Duty IDVA to understand service user needs. - Volunteer also to fill out self-referral forms for Sylheti-speaking clients. - To be available for the Duty IDVA and help with queries in Sylheti. - General Data entry tasks
Benefits to the volunteer	<p>As part of this role, you will have the opportunity to</p> <ul style="list-style-type: none"> - Gain experience and understanding of Violence against Women and Girls. - Enabling service users to access valuable support that assists in their journey towards safe, independent lives, free from abuse. - Contribute and support a busy and diverse team. - Play a pivotal role in delivering services. - Hands on experience in a dynamic charity working in the Violence against Women and Girls (VAWG) Sector. - Work as part of a feminist organisation - Have the opportunity to shadow a number of roles - Start to develop and understanding of risk assessment and safety planning
Skills and	<ul style="list-style-type: none"> - An understanding of the issues faced by survivors and a

Qualifications Required	<p>desire to build on this.</p> <ul style="list-style-type: none"> - Excellent interpersonal and communication skills - Good administrative and computer skills including proficient use of Zoom/Microsoft Teams, Microsoft packages and Outlook - An understanding of professional boundaries and confidentiality - Excellent attention to detail. - Strong organisational skills and be able to prioritise your workload - Carry out any other duties appropriate to the role as requested by your supervisor. - Maintain confidentiality in all matters relating to the organisation.
Training Opportunities	<p>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.</p>
Expenses	<p>As per our Volunteer Policy we will reimburse reasonable travel and lunch expenses. Travel expenses will be reimbursed at a maximum of £20 a day travel card. Agreed lunch expenses up to a maximum of £5.00. These amounts will be reimbursed for those volunteering for over 6 hours in a single day.</p>
Lived Experience	<p>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.</p>
For more information contact	<p>Volunteer Co-ordinator Email: volunteering@solacewomensaid.org 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.