

Volunteer Role Description

Solace Women's Aid supportswomenand childrenin London to build safe lives and strong futures, free from domestic and sexual violence and abuse.

Role Title	North London Rape Crisis Helpline Volunteer
Service	North London Rape Crisis
Work Place Supervisor	Helpline Manager - NLRC
Location	Camden – Office based/Remote
Commitment	0.5 days a week
Duration	6 – 12 months commitment
Role Description	As the helpline volunteer, you will be providing support to those that have experienced sexual violence and provide emotional support and information around our services. You will help empower our callers to make their own decisions and provide them with a space to talk about how they feel .
Benefits to the volunteer	<p>As part of this role, you will have the opportunity to</p> <ul style="list-style-type: none"> • 8-week training around the impact of sexual violence on survivors • Increased confidence and interpersonal skills • You will be part of a support wider team with North London Rape Crisis • Play a pivotal role in delivering services. • Gain hands on experience in a dynamic charity working in the Violence against Women and Girls (VAWG) Sector. • Work as part of a feminist organisation.
Skills and Qualifications Required	<p>An understanding of the issues faced by survivors and a desire to build on this.</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Approachable and empathetic • Non-judgemental. • Ability to maintain confidentiality. • Reliable, flexible with good time management • An interest in sexual violence and its impact on women and children.
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. You will also receive an 8 week training with North London Rape Crisis.
Expenses	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.
Lived Experience	Solace recognises the expertise and perspective that women with lived experience bring to their volunteering roles. We also

	<p>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>
<p>For more information contact</p>	<p>Volunteer Co-ordinator Email: volunteering@solacewomensaid.org Call: 020 3795 9220</p> <p>Helpline Managers Rafaela Elliston and Lucia Northway.</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.