

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	Refuge admin support worker Volunteer
Service	Bexley Refuge service
Work Place Supervisor	Refuge Worker
Location	Bexley
Commitment	1-2 Days a week. May need to work across 3 sites
Duration	6 months
Role Description	<p>Volunteer assistant is required to support the day to day running of the Refuge service in Bexley refuges. This may include:</p> <ul style="list-style-type: none"> - Supporting women to attend appointments - Administrative duties - Health & Safety duties - Support running house meetings - Running groups - Researching local activities, resources and services - Running in-house activities - Keep records of all activities - Making contact with women via telephone - Administrative duties - Assisting on external trips and activities with families
Benefits to the volunteer	<ul style="list-style-type: none"> - Opportunity to gain experience working with women & families in a refuge setting - Regular Supervision & Support - Access to internal training - Full Solace Induction - Opportunity to Increase knowledge on the impacts of DV on women & children - Opportunity to increase knowledge and skills on administrative duties - Opportunity to increase knowledge and skills around benefits, legal options and housing
Skills and Qualifications Required	<ul style="list-style-type: none"> - Proactive - Flexible - Experience of working with children - Experience of running groups for women/children(desirable) - Strong IT skills - Ability to draw up activity timetables - Ability to keep up to date records of activities - Ability to support women to attend external appointments - Understanding of the impacts of domestic abuse/violence - Friendly & cheerful!

	Qualification – Relevant qualification working with Health and Social care (desirable but not essential)
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.
Expenses	As per our Volunteer Policy we will reimburse reasonable travel and lunch expenses. Travel expenses will be reimbursed at a maximum of £10 a day. Agreed lunch expenses up to a maximum of £3.50 will be reimbursed for those volunteering for over 6 hours in a single day.
Lived Experience	Whilst we fully recognise the value of lived experience, Solace will not accept a women into a volunteering role unless they have been without their own support from services for a period of two years, as this may negatively disrupt their own recovery journey. Any woman who is actively receiving support from Solace or another domestic abuse service will be offered alternative ways to support the organisation, such as the service user engagement activities.
For more information contact	Volunteer Coordinator Email: volunteering@solacewomensaid.org Call: 020 3795 9220