

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	Advice Line Volunteer
Service	Advice Team Service
Work Place Supervisor	Advice Service Manager
Location	Hybrid working available depending on volunteering days- based both working from home and from Camden office.
Commitment	1 day a week minimum 10am – 4pm (Mon-Fri) 6pm-8pm (Tues)
Duration	Minimum 1 year commitment
Role Description	<p>The decision to contact for help when experiencing/having experienced abuse is a complex and difficult one for women and their children. It can be a time of increased risk and there is a need for timely and comprehensive guidance. Solace wants to support women and children to become safe and informed of their options. Volunteers are essential in helping us meet this need, to take calls and emails from survivors and professionals seeking advice and support for all forms of abuse.</p> <p>In this administrative role you will speak to women at a critical time in their journey to recovery. This work involves supporting caseworkers with cases that may be complex. This is an ideal role for those who have strong organisation and communication skills, resilience, a non-judgmental attitude and can juggle several admin tasks at any one time. The reward is knowing that you have significantly helped women and children gain advice and safety from abuse. A range of support will be made available to our volunteers, including regular supervision with their line manager and comprehensive training opportunities.</p> <p>Tasks will include:</p> <ol style="list-style-type: none"> 1. To advise and provide short term intervention support to survivors and professionals who contact by call and email, involving all forms of abuse and VAWG. 2. Providing signposting options around a range of systems and processes for professionals, survivors and third parties. Including but not limited to housing, welfare and benefits, child social care, safeguarding bodies, therapeutic options etc. 3. To complete safety planning, support caseworkers to complete safeguarding and risk assessment of callers, and to complete relevant referrals and signposting.

	<p>4. To ensure all contact is logged on our Solace database.</p> <p>5. To support the team members with admin tasks and when dealing with crisis situations.</p> <p>6. Effective partnership working with professionals, and to support with promoting the service in the boroughs of London we cover, aiming at areas and communities least reached by our team.</p> <p>7. To ensure the service is inclusive to meets the needs of all women, including language, culture, disability, sexuality, literacy, and mental health.</p> <p>This is not an exhaustive list.</p>
Benefits to the volunteer	<ul style="list-style-type: none"> • Gain experience of supporting women and children at all levels of risk and with all types of issues • Gain a better understanding of the impact of domestic/sexual violence on women and children • Enhanced admin and IT skills • Improved confidence and interpersonal skills
Skills and Qualifications Required	<ul style="list-style-type: none"> • Approachable with good communication skills. • Non-judgemental. • Ability to maintain confidentiality. • Ability to work in a fast-paced environment. • Reliable, flexible with good time management. • Flexibility regarding variety of tasks associated with the role. • An interest in or understanding of domestic/sexual violence and its impact on women and children. • A good general understanding of the barriers facing and issues presenting to survivors of VAWG. • Computer literate.
Training Opportunities	<p>Volunteers will receive 2 days of office-based training to be fully confident on the Advice line. Volunteers will then receive 2 shadowing shifts with a manager and then 2 additional shifts where volunteers are shadowed by a caseworker, making 6 days total training.</p> <p>Volunteers are expected to be in the office for their first few shifts, where they can be fully supported by the Advice team on site. From this point, they will be able to explore volunteering remotely.</p> <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 the following expenses will be reimbursed. Travel expenses will be reimbursed at a maximum of £20 a day. Agreed</p>

	lunch expenses up to a maximum of £5 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 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.
For more information contact	Volunteer Coordinator Email: volunteering@solacewomensaid.org Call: 020 3795 9220

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.