



Volunteer Role Description & Person Specification

Post Title:	Helpline Volunteer.
Contract Type:	Volunteer Agreement
Hours:	part time with a minimum commitment of 7 hours per week for 6-9 months.
Expenses:	Travel and lunch expenses reimbursed in line with SBS policy.
Location:	SBS office
Reports to:	Helpline Coordinator.

Job Purpose:

To support the SBS Helpline in providing high-quality, trauma-informed advice, information, and emotional support to Black and minoritised women and girls affected by domestic abuse and other forms of gender-based violence, including forced marriage, rape and sexual abuse, so-called honour crimes, and related issues such as immigration and No Recourse to Public Funds (NRPF).

Helpline Volunteers play an essential role in ensuring service users (SUs) receive timely, empathetic, and confidential support, as well as clear signposting to relevant services.

Duties and Responsibilities

1. Helpline Support

- Answer incoming helpline calls and respond to emails, providing information, emotional support, and signposting.
- Listen sensitively and without judgment, ensuring survivors feel heard and supported.
- Carry out initial needs and risk assessments under supervision.
- Escalate complex or high-risk cases to the Helpline Coordinator or Helpline Advisor.
- Volunteers will not provide legal or immigration advice directly but will support appropriate signposting and referrals.

2. Case Recording and Administration

- Accurately log calls, emails, and referrals on the Case Management System (CMS).
- Maintain confidentiality in all aspects of service user records and communications.

3. Service Delivery





- Provide clear and accessible information on rights, options, and services available to survivors, including housing, legal remedies, immigration, and support services.
- Work in line with SBS safeguarding policies and immediately escalate any concerns regarding children or vulnerable adults.
- Participate in regular supervision and training to maintain and develop skills.

4. Teamwork and Development

- Work collaboratively with the Helpline Coordinator, Helpline Advisor, and other volunteers.
- Attend volunteer meetings, training sessions, and debriefs as required.
- Promote SBS's anti-racist, secular, feminist, and human rights ethos in all aspects of volunteer work.

Person Specification

Your application should give clear examples of experience, knowledge, skills, and abilities gained through paid and/or unpaid work (e.g., volunteering or campaigning).

Key:

E = Essential (must-have criteria)

D = Desirable (criteria that will strengthen your application)

* = Criterion used for shortlisting

Experience/Knowledge		
Specification	E/D Shortlisting	Assessed via
Understanding of issues facing Black, minoritised and migrant women and girls affected by domestic abuse and gender-based violence.	E	Application & Interview
Knowledge of services and rights available to survivors of domestic abuse.	D	Application & Interview
Basic awareness of immigration and No Recourse to Public Funds (NRPF) issues affecting survivors of VAWG.	D	Application & Interview
Experience of supporting people in distress (paid, voluntary, or personal).	D	Application & Interview
Ability to speak a language relevant to the communities SBS serves (e.g. Arabic, Hindi, Urdu, Punjabi, Tamil, Pashto, Swahili, Somali).	D	Application
Skills		
Specification	E/D Shortlisting	Assessed Via





Good listening and communication skills, with empathy and respect for survivors' experiences.	E*	Interview
Ability to maintain confidentiality and professional boundaries.	E*	Application & Interview
Ability to work calmly under pressure.	E	Interview
Willingness to learn and follow SBS's procedures, policies, and safeguarding protocols.	E*	Application & Interview
Ability to work effectively as part of a diverse team, including staff and other volunteers.	E	Interview
Other		
Specification	E/D Shortlisting	Assessed Via
Commitment to tackling all forms of VAWG within an anti-racist, secular, feminist, and human rights framework.	E*	Application & Interview
Awareness of the emotional impact of working with survivors and willingness to engage in supervision and self-care.	D	Interview
Commitment to a minimum 6–9-month volunteering period (1 day per week).	E*	Application

Training and Support Provided

- Comprehensive induction training covering SBS ethos, VAWG awareness, safeguarding, and helpline procedures.
- Ongoing supervision and access to debrief sessions.
- Opportunities for skills development in advice-giving, advocacy, and case recording.

Additional Information

- This is a volunteer role and does not constitute employment.
- All volunteers must undergo an **enhanced DBS check**.
- References will be required before starting.
- A robust induction and training programme will be provided.

Note: This role requires flexibility as service needs and requirements may change. This role description is therefore a guide and not an exhaustive list of responsibilities, and it may be subject to review over time.





This vacancy is open to Black and minoritised women only, in accordance with the Equality Act 2010, Schedule 9, Part 1, due to the nature of the role and the work of the organisation.

Volunteer recruitment is ongoing, but spaces are limited. We encourage early applications to secure a place on the next induction programme.

