

## 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.

<b>Role Title</b>	Volunteer Counselling Administrator
<b>Service</b>	North London Rape Crisis Counselling Service
<b>Work Place Supervisor</b>	Danni Wheeler, NLRC Counselling Team Manager
<b>Location</b>	Head Office– Office based/Remote
<b>Commitment</b>	1-2 days per week
<b>Duration</b>	Ongoing, 3 months minimum
<b>Role Description</b>	An exciting opportunity has arisen to work closely with the North London Rape Crisis Counselling admin team. This opportunity is ideal for someone looking to gain experience in administration within a busy counselling team and sexual violence service. The role will involve a range of administrative tasks such as: data entry in our case management system, booking assessments/sessions appointments, sending appointment reminders to clients, gathering feedback, as well as other tasks as and when required.
<b>Benefits to the volunteer</b>	As part of this role, you will have the opportunity to: <ul style="list-style-type: none"> <li>- Gain experience and understanding of sexual violence and other forms of Violence Against Women and Girls.</li> <li>- Gaining experience and understanding the administrative side of running a counselling service</li> <li>- Contribution and support to a very busy counselling team and supporting the team in working with survivors of sexual abuse and other VAWG.</li> <li>- Contribute and support a busy and diverse team.</li> <li>- Hands on experience in a dynamic charity working in the Violence against Women and Girls (VAWG) Sector.</li> <li>- Work as part of a feminist organisation</li> </ul>
<b>Skills and Qualifications Required</b>	No formal qualifications required. Skills required: <ul style="list-style-type: none"> <li>- Good administrative skills, including proficient use of Zoom/Microsoft Teams, Microsoft packages and Outlook</li> <li>- Good written and verbal communication skills</li> <li>- Good organisational skills</li> <li>- Good understanding of confidentiality and professional boundaries.</li> <li>- An understanding of the issues faced by survivors and a desire to build on this.</li> </ul>

	<ul style="list-style-type: none"> <li>- An understanding of professional boundaries and confidentiality</li> <li>- Good listening skills and an empathic, non-judgemental approach.</li> </ul>
<b>Training Opportunities</b>	<p>Volunteers will be able to access Solace Women's Aid's induction and internal volunteer training programme.</p> <p>Full support will be given to help volunteers understand and carry out any aspect of the role as appropriate.</p>
<b>Expenses</b>	<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>
<b>Lived Experience</b>	<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>
<b>For more information contact</b>	<p>Volunteer Co-ordinator          Email: <a href="mailto:volunteering@solacewomensaid.org">volunteering@solacewomensaid.org</a>          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](mailto:volunteering@solacewomensaid.org). This will not affect your application.