

## 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>	Refuge Referral Line volunteer
<b>Service</b>	Refuge accommodation services
<b>Work Place Supervisor</b>	Shafu Khanom – Referral Co Ordinator
<b>Location</b>	Remote working and some face to face
<b>Commitment</b>	4.5 hours per week initially; increasing to 10 hours per week which can be spread over a 2 days per week.
<b>Duration</b>	Minimum 6-9 months
<b>Role Description</b>	<p>The decision to flee where you are living and come to refuge is a complex and difficult one for women and their children. It can be a time of increased risk and Solace wants to support women to make this move as quickly and safely as possible.</p> <p>Volunteers are essential in helping us take calls from women seeking refuge, take referrals and match them up to spaces in our refuges in London. Where possible, giving the woman choice over available spaces and helping everything happen as smoothly as possible. In this role, you will speak to women as a critical time in their journey to recovery.</p> <p>The work is fast paced and sometimes complex. This is an ideal role for those who have strong organisational 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 her children reach a place of safety and begin her recovery.</p> <p><b>Tasks will include:</b></p> <ol style="list-style-type: none"> <li>1.To take initial enquiries from women/ professionals seeking our services and respond effectively in an empathic and empowering way providing information about the service, to enable women to make informed decisions</li> <li>2. To provide emotional support and offer routes of support to those women whose first language is not English</li> <li>3.To provide some basic risk assessment, safety planning and sign-posting where it is not possible for us to accept a referral and signpost to other services .</li> </ol>

	<p>4. Effective partnership working with professionals to advocate support and secure safe accommodation</p> <p>5. To ensure the service is inclusive to meets the needs of all women, including language, culture, disability, sexuality, literacy, and mental health.</p> <p>6. To use the Solace case management data base to record up to date case information and monitoring data.</p> <p>7. Provide women who are already in refuge accommodation with some advocacy in their own language</p> <p>This is not an exhaustive list.</p>
<b>Benefits to the volunteer</b>	<ul style="list-style-type: none"> <li>• Gain experience of supporting women and children in crisis</li> <li>• Gain a better understanding of the impact of domestic/sexual violence on women and children</li> <li>• Enhanced admin skills</li> <li>• Improved confidence and interpersonal skills</li> </ul>
<b>Skills and Qualifications Required</b>	<ul style="list-style-type: none"> <li>• Approachable with good interpersonal skills.</li> <li>• Non-judgemental.</li> <li>• Ability to maintain confidentiality.</li> <li>• Reliable, flexible with good time management.</li> <li>• Self-motivated (able to carry out tasks unsupervised).</li> <li>• Flexibility regarding variety of tasks associated with the role.</li> <li>• An interest in or understanding of domestic/sexual violence and its impact on women and children.</li> <li>• Computer literate.</li> </ul>
<b>Training Opportunities</b>	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.
<b>Expenses</b>	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.
<b>Lived Experience</b>	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: Marylyn Molisso  
Email: [volunteering@solacewomensaid.org](mailto: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](mailto:volunteering@solacewomensaid.org). This will not affect your application.