

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	Volunteer Refuge Support Worker
Service	Haringey Refuges
Closing date	12 th April 2024
Interview Date	26 th April 2024
Workplace Supervisor	Refuge Worker/Service Manager
Location	Haringey
Commitment	Minimum 1 days a week
Duration	6 – 12 months commitment
Role Description	<p>The Volunteer Refuge Support Worker will Assisting Refuge Workers with the day to day running of the refuge by providing basic support for women and children affected by domestic/sexual violence.</p> <p>Tasks will include: -</p> <ul style="list-style-type: none"> • Accompanying service users to appointments including. appointments concerning Welfare Benefits, GP's, Bank, Children Centres etc. • Helping to familiarise women with their new including how to access local services, register with GP etc. • Undertaking general administrative tasks. • Assisting with/carrying out Health and Safety checks and Fire Drills as required. • Assisting with House Meetings/taking and typing up meeting minutes. • Assisting with running workshops/coffee mornings/groups/group outings. <p>This is not an exhaustive list.</p>
Benefits to the volunteer	<p>As part of this role, you will have the opportunity to</p> <ul style="list-style-type: none"> • Gain experience and understanding of working with children using a trauma-informed approach. • Contribute and support a busy and diverse team. • Hands on experience in a dynamic charity working in the Violence Against Women and Girls (VAWG) Sector. • Work as part of a feminist organisation.
Skills and Qualifications Required	<ul style="list-style-type: none"> • Understanding of domestic violence issues and a discretion in handling confidential and/or sensitive information. • Approachable and empathetic • Non-judgemental. • Ability to maintain confidentiality. • Approachable with good interpersonal skills. • Non-judgemental.

	<ul style="list-style-type: none"> • Reliable, flexible with good time management. • Self-motivated (able to carry out tasks unsupervised). • 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. • Computer literate.
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 £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.
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 Co-ordinator 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.