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	Refuge Referral Line volunteer
Service	Refuge accommodation services
Work Place Supervisor	Shafu Khanom – Referral Co Ordinator
Location	Remote working and some face to face
Commitment	4.5 hours per week initially; increasing to 10 hours per week which can be spread over a 2 days per week.
Duration	Minimum 6-9 months
Role Description	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. 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. 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. **Tasks will include:** 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 2. To provide emotional support and offer routes of support to those women whose first language is not English 3.To provide some basic risk assessment, safety planning and signposting where it is not possible for us to accept a referral and signpost to other services . 4. Effective partnership working with professionals to advocate support and secure safe accommodation

	5.To ensure the service is inclusive to meets the needs of all women, including language, culture, disability, sexuality, literacy, and mental health. 6.To use the Solace case management data base to record up to date case information and monitoring data. 7. Provide women who are already in refuge accommodation with some advocacy in their own language This is not an exhaustive list.
Benefits to the volunteer	• Gain experience of supporting women and children in crisis • Gain a better understanding of the impact of domestic/sexual violence on women and children • Enhanced admin skills • Improved confidence and interpersonal skills
Skills and Qualifications Required	• Approachable with good interpersonal skills. • Non-judgemental. • Ability to maintain confidentiality. • 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 the following expenses will be reimbursed. Travel expenses will be reimbursed at a maximum of £10 a day. Agreed lunch expenses up to a maximum of £3.50 will be reimbursed for those volunteering for over 6 hours in a single day.
For more information contact	Volunteer Coordinator Email: volunteering@solacewomensaid.org Call: 020 3795 9220