

## 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 Volunteer
<b>Service</b>	Bexley Refuge
<b>Work Place Supervisor</b>	Marie Williamson
<b>Location</b>	Bexley Refuges
<b>Commitment</b>	1 – 2 days a week
<b>Duration</b>	6 months minimum
<b>Role Description</b>	<p>An exciting opportunity has arisen in our Refuge services for a volunteer.</p> <p>We are looking for an reliable and organised volunteer to assist our staff team.</p> <p>The ideal volunteer will have an understanding of DVA and the impact, be personable and able to build relationships with service users and willing to learn and develop skills.</p> <p>This role will assist the refuge team in the day to day running of the refuge. Task will include:-</p> <ul style="list-style-type: none"> <li>- Assisting to prep and turn over rooms</li> <li>- Assisting with processing of referrals</li> <li>- Completing Health &amp; Safety Checks at the property</li> <li>- Perform Welfare checks with SU’s</li> <li>- Host coffee mornings once a month</li> <li>- Help new residents to assimilate (perhaps take them on a walk and show them where local shops are)</li> <li>- Assist with stock checks and ordering</li> <li>- Co-facilitate and minute house meetings</li> <li>- Carry out any other duties appropriate to the role as requested by your supervisor.</li> <li>- Maintain confidentiality in all matters relating to the organisation.</li> </ul>
<b>Benefits to the volunteer</b>	<p>As part of this role, you will have the opportunity to</p> <ul style="list-style-type: none"> <li>- Gain experience and understanding of Violence against Women and Girls.</li> <li>- Gain knowledge and awareness of abuse</li> <li>- Gain an understanding of support work</li> <li>- Enabling service users to access valuable support that assists in their journey towards safe, independent lives, free from abuse.</li> </ul>

	<ul style="list-style-type: none"> <li>- Contribute and support a busy and diverse team.</li> <li>- Play a pivotal role in delivering services.</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>	<ul style="list-style-type: none"> <li>- An understanding of the issues faced by survivors and a desire to build on this.</li> <li>- Excellent interpersonal and communication skills</li> <li>- Good administrative and computer skills including proficient use of Zoom/Microsoft Teams, Microsoft packages and Outlook</li> <li>- An understanding of professional boundaries and confidentiality</li> <li>- Excellent attention to detail.</li> <li>- Strong organisational skills and be able to prioritise your workload</li> <li>- Good verbal and written communication skills.</li> <li>- Good listening skills and an empathic, non-judgemental approach.</li> <li>- Willing to get your hands dirty on occasion</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.</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.