

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 Receptionist
Service	Business Support
Work Place Supervisor	Office Coordinator
Location	Camden
Commitment	One day a week (flexible)
Duration	6 – 12 months commitment
Role Description	<ul style="list-style-type: none"> • Provide assistance at reception/in admin office answering ensuring all telephone calls are answered in and messages are relayed to relevant member of staff or manager • To ensure that the central office is kept tidy and organised, and free of obstructions and compliant with health and safety. • Ensure that staff and visitor sign in • Directing staff and visitors to rooms/activities within Greenland Place • Notifying staff that visitors have arrived for appointments/meetings • Support staff with administrative paperwork, inclusive of printing, copying, laminating, posting etc. • Assist in managing the info inbox. • Assist in inducting new staff around the office.
Benefits to the volunteer	<p>As part of this role, you will have the opportunity to</p> <ul style="list-style-type: none"> • 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. • Gain administrative experience to complement your CV.
Skills and Qualifications Required	<ul style="list-style-type: none"> • Organised with good IT skills. • Reliable and committed. • Understanding of domestic violence issues and a discretion in handling confidential and/or sensitive information. • Approachable and empathetic • Non-judgemental. • Ability to maintain confidentiality.
Training Opportunities	<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>
Expenses	<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</p>

	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.