

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	Duty Support Volunteer
Service	Barnet SASS
Closing Date	26 th February 25
Interview Date	3 rd March 25
Work Place Supervisor	Eva Markova / Mariadelmar González Romero
Location	Barnet – Tarling Road.
Commitment	1 day per week – Friday
Duration	6-month commitment
Role Description	Barnet SASS is a busy service, which receives many referrals every day. You will be supporting our duty team to process referrals and key admin work. If you are interested, you can also be trained to contact clients, making initial welcome or check in calls. You will be in the office in Barnet one day a week on Friday to support with this.
Benefits to the volunteer	You will receive training and experience in using a case management system, safeguarding, talking to survivors and processing referrals. You will be part of an inclusive and dynamic team and have opportunities to shadow different roles to develop knowledge and skills. This is a great role if you are interested in joining the sector or working with survivors of domestic abuse.
Skills and Qualifications Required	No qualifications needed. Excellent written and communication skills. Excellent computer literacy. Good time management. A non-judgemental and open approach.
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. Agreed lunch expenses up to a maximum of £5 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.