

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	Peripatetic Volunteer
Service	Peri Service
Work Place Supervisor	Ana Popovic
Location	Head Office – Camden
Commitment	Minimum 1 day a week between 10-4pm
Duration	6 – 12 months commitment
Role Description	<p>The peripatetic team looks to support our different services when they are in crisis as such this role requires someone who is comfortable with change and can adapt to different services as they will move from team to team.</p> <p>We need understanding and organised individuals who are keen to learn and develop skills in a variety of areas, are able to build relationships quickly and are able to work independently and also as part of a team.</p> <p>Volunteers may be assigned to a new team for a duration ranging from a few days to a month, depending on the service needs.</p> <p>The ideal volunteer will have a good telephone manner, excellent communication skills and be able to show empathy to service users.</p> <p>Volunteers will be given an extensive induction and will learn how to best support those who are experiencing or who have experienced abuse. They will support teams in a variety of ways, overseen by one central manager. The roles and tasks include</p> <ul style="list-style-type: none"> • Perform administration tasks e.g. data entry, uploading minutes • Answering duty line calls • Contacting service users to check in, researching and making onward referrals. • Researching local organisations and assisting to keep stakeholders up to date. • Complete exit questionnaires and surveys. • Promote service user involvement and send out relevant information and assist teams to organise events/feedback sessions. • Maintain confidentiality in all matters relating to the organisation.

<p>Benefits to the volunteer</p>	<p>As part of this role, you will have the opportunity to</p> <ul style="list-style-type: none"> • Gain experience and understanding of Violence against Women and Girls. • Gain knowledge and awareness of abuse, safety planning, risk management options available to service users. • Build skills around advocacy and negotiation. • Enabling service users to access valuable support that assists in their journey towards safe, independent lives, free from abuse • Contribute and support a busy and diverse team. • Play a pivotal role in delivering services. • Hands on experience in a dynamic charity working in the Violence against Women and Girls (VAWG) Sector. • Improving IT skills and data management. • Having a line manager who will create a plan with you around what you would like from this experience • Have support of the Peri team and be buddied up with a staff member
<p>Skills and Qualifications Required</p>	<ul style="list-style-type: none"> • Understanding of violence against women and girls issues and a desire to build on this. • Confidence in using Microsoft Word and Microsoft Excel. • Ability to be well organised. • Good verbal and written communication skills. • Tact and discretion in handling confidential information. • Good listening skills and an empathic, non-judgemental approach. • A willingness to learn and be open to new ideas • An individual who works to be inclusive and kind
<p>Training Opportunities</p>	<p>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.</p> <p>Access to development workshops as and when they come up. If you are unable to attend, then access to a recording to view in your own time.</p>
<p>Expenses</p>	<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. These amounts will be reimbursed for those volunteering for over 6 hours in a single day.</p>
<p>Lived Experience</p>	<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</p>

	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.