



# VOLUNTEER ROLE DESCRIPTIONS

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## **Volunteering for Refuge/Floating Support**

Volunteers with relevant skills are sought to:

- Accompany Childcare workers and children staying in our refuges on outings to play sessions, and participate in play activities.
- Assist Refuge staff to prepare rooms for women coming to refuge, accompany women on appointments, assist with IT and admin tasks, accompany women and children on trips, sort clothes and other donations.
- Accompany Outreach workers on domestic violence support visits to women in their homes or in the community.
- Accompany Floating Support Workers on housing support visits to women in social housing.
- Befriend/Accompany women living in Refuge or supported by Outreach on various appointments to doctors, hospital, court, to school to collect/drop off their children, shopping, and show them around the area.
- Various admin duties

## **24 hour Help-Line**

Volunteers with relevant skills are sought to:

- Accompany the Help-line Co-ordinator during evenings and weekends on referral/Support visits
- Work alongside the Help-line Co-ordinator to provide emotional and practical support to women fleeing domestic abuse
- Work alongside the Help-line Co-ordinator to liaise with agencies making referrals

## **Administration**

- Assisting the Administration Manager with various office tasks including: typing, Photocopying, shredding, stationery, filing, collating packs to be sent out to members and other duties as required

## **Reception (Good communication skills required for this placement)**

- Cover of staff when attending training or meetings
- Answering the telephone, and receiving visitors
- Taking messages, dealing with post, and other admin duties

## **Research and Information**

Volunteers with relevant skills are sought to:

- Gather information about Violence against women, from the Internet
- Gather public sector official documents on Domestic Abuse
- Monthly working on Expense sheet

## **Development of Service Users Project**

- Teaching or assisting tutors to teach skills such as English, Computers, handicrafts, cooking etc to service users
- Updating database using Excel and Access, and Admin duties including photocopying, collating training packs, and preparing files

## **Education & Awareness Project**

- Accompany the E & A Co-ordinator to Seminars & Conferences
- Attend events and assist on BAWSO's stalls
- Admin duties as required.

## **Language Support**

- Updating the database using Excel
- Monthly working on expenses sheets
- Admin duties

## **Mentoring For Boys Project**

- Database development and input (Excel)
- Preparing and posting Information Packs
- Admin duties

## **Volunteer Specification**

These are the qualities, skills and experience we look for:

- A commitment to BAWSO's aims and values of empowerment, support and equality, which underpin all the work undertaken by BAWSO.
- A commitment to equality of opportunity and Anti-discriminatory Practice
- A commitment to Health and Safety regulations
- A good level of spoken English
- Listening skills, empathy, non-judgmental
- An understanding domestic violence and the issues involved
- A good understanding of confidentiality
- Ability to work in a team
- A willingness to undertake induction and other relevant training.