

BEHIND CLOSED DOORS



Role Description

Community Volunteer

Our Prevention and Recovery Service (PARS) works with women and men, who are seeking help to understand and recover from the impact of a past or current abusive relationship that has impacted on themselves and often those around them.

This is predominantly a community based role however Volunteers would be expected to come to the office location in North Leeds, during their volunteering day. Community Volunteers offer emotional support to people in their homes and/or other safe locations. They support people to understand the dynamics of an abusive relationship and support the recovery process.

Community Volunteers must have access to their own transport.

Volunteers must be aged 21 or over and be able to offer a weekly, 6 hour block of volunteering.

In line with our duty of care to volunteers, we ask that they have been out of an abusive relationship and related support for at least 2 years.

A Community Volunteer is expected to undertake the following tasks as specified in this role description with guidance from the PARS team:

1. Provide emotional support to people in the community from a variety of backgrounds that are experiencing/have experienced domestic abuse. Volunteers are expected to carry a caseload of 2 to 3 clients.
2. Meet/visit clients in their homes and/or other safe locations.
3. Record relevant information during visits and transfer client information to the office database as appropriate.
4. Keep case files updated and carry out any follow-up work as required.
5. When in the office, answer incoming calls, take messages, take new referrals and support the team with admin duties.
6. Write letters of support to other organisations, e.g. Benefits Agency and Housing Offices in accordance with BCD procedures.
7. Research information on relevant services/resources on own initiative.
8. Accompany clients to appointments where appropriate and deemed necessary.

- 9.** Liaise with other organisations on a client's behalf, in person, by correspondence or telephone.
- 10.** Assist as agreed, in training, presentations and publicity events.
- 11.** Contribute to the development of policies and procedures within the support services.
- 12.** Attend supervision with line manager and attend regular team meetings, have shared responsibility for minute taking, and contribute as part of the team.
- 13.** Attend additional in-house and external training events for personal development, as agreed and appropriate.
- 14.** Show respect for and work within the organisation's policies on equality and diversity, confidentiality and all other policies and procedures adopted by the organisation, at all times.
- 15.** Carry out any other additional tasks as agreed in advance and deemed appropriate, within the boundaries of the Volunteer's responsibility and capacity.

Person Specification

Community Volunteer

Skills

1. Must be able to drive and have access to a car (appropriate insurance will be needed)
2. Good listening skills
3. Excellent literacy skills, i.e. to write supporting letters and record case notes accurately on an electronic case management system.
4. Ability to communicate effectively with individuals from diverse and varied backgrounds.
5. IT competent
6. Good time management.
7. Excellent interpersonal skills.
8. Ability to use own initiative and work as part of a team.

Attitudes

1. A non-judgmental approach.
2. Empathetic
3. An understanding of the principles of equal opportunities.
4. A commitment to challenging all forms of oppressive practices in a non-confrontational manner, with guidance.
5. Openness to learning, willing to self-evaluate and self-challenge.

Knowledge

1. Understanding of the importance of confidentiality.
2. Understanding of data protection.

Personal Circumstances

1. To be able to commit a minimum block of six hours a week.
2. To be available to complete a 7-week (one day a week) CPD accredited training course, followed by 4 weeks (again, one day a week) of shadowing other members of the team.
3. To be able to offer a minimum of 6-months volunteering on completion of training and period of shadowing.
4. To be able to attend quarterly volunteer team meetings
5. To commit to personal development and to be able to attend supervision and relevant training courses
6. To be aged 21 and above
7. To have been out of an abusive relationship (and related support) for a minimum of two years.