

BEHIND CLOSED DOORS



Role Description

Telephone Support Volunteer

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

This is an office based role, the office location is in North Leeds. 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.

Telephone Support Volunteers offer emotional support to people and take self-referrals into the service. This is an extremely important role as contacting PARS might be the first time a person discloses domestic violence and abuse.

Telephone Support Volunteers support people to understand the dynamics of their abusive relationship, while they are waiting for face to face support from the PARS community team.

To undertake tasks as specified in this role description with guidance from the PARS team.

1. To provide emotional support by telephone to people from a variety of backgrounds that are experiencing/have experienced domestic violence and abuse.
2. To maintain timely phone support for clients awaiting community based support, answer incoming calls, take messages, take new referrals and carry out office based support tasks.
3. To accurately record on the office database, all relevant information relating to all contact with clients, colleagues/agencies and professionals, working with the client.
4. To keep case files updated and carry out any follow-up work as required.
5. To write letters of support to other organisations, e.g. Benefits Agency and Housing Offices in accordance with BCD procedures.
6. To research information on relevant services/resources.
7. To signpost clients to other agencies and organisations as appropriate.
8. To liaise with other organisations on a client's behalf, via correspondence or by telephone.
9. To assist with training, presentations and publicity events as agreed.

10. To attend supervision and regular team meetings, have shared responsibility for minute taking, and contribute as part of the team.
11. To attend additional in-house and external training events for personal development, as agreed and appropriate.
12. To respect and work within all the organisation's policies, particularly those on equality and diversity and confidentiality.
13. From time-to-time, to carry out additional tasks as agreed in advance and where appropriate and within the boundaries of the Volunteer's responsibility and capacity.

Person Specification

Telephone Support Volunteer

Skills

1. Good listening skills.
2. Excellent literacy skills, i.e. to write supporting letters and record case notes accurately on an electronic case management system.
3. Ability to communicate effectively with individuals from diverse and varied backgrounds.
4. IT competent.
5. Good time management.
6. Excellent interpersonal skills
7. 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.