

Person Specification

Office-based Volunteer

NOTE:- We welcome applications from survivors of domestic violence and abuse. However, it is essential that survivors have reached a point of recovery before starting support work. **We cannot accept applications unless the applicant has been out of the abusive relationship (and domestic abuse related support) for a minimum of two years.**

Skills

1. Ability to listen
2. Good literacy skills, i.e. to write supporting letters and record case notes accurately
3. Ability to communicate effectively with individuals from diverse and varied backgrounds, particularly in offering phone support

Attitudes

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

Knowledge

1. Some understanding of the issues of domestic violence
2. An awareness of the importance of confidentiality

Personal Circumstances

1. To be able to commit a minimum block of six hours a week to the project
2. To be available to complete a 10-day (one day a week) training course
3. To be willing to offer a minimum 6-month volunteering commitment on completion of training (6-hours per week in a single block)
4. To be able to attend quarterly volunteer team meetings
5. A commitment to personal development and to be able to attend supervision and relevant training courses
6. Minimum aged 21
7. Out of any abusive relationship (and related support) a minimum of two years