

NORTH EAST Lincs WOMEN'S AID
VOLUNTEER TASK DESCRIPTION – Refuge Assistant

*The nature of the work undertaken means that this invitation is for women only
and is exempt under Schedule 9 Part 1 Equalities Act 2010*

RESPONSIBLE TO: Support Manager, Operational Manager

DAYS /TIMES: 1 Full day per week (9.30am - 4.30pm) – set days to be discussed

MAIN DUTIES AND RESPONSIBILITIES

1. To respond to telephone calls & enquiries in person, from women and men experiencing domestic abuse.
2. To respond to telephone calls & enquiries in person, from various agency/organisation staff.
3. To assess immediate risk and offer appropriate support/advice (or a listening ear) to victims, survivors or agencies ringing for help.
4. To contribute to providing an immediate and safe place for women and children who are escaping abuse.
5. To assist the support manager with the overall quality of service delivery.
6. To support other staff with their admin workload.*(electronic files & support systems)*
7. To be responsible for inputting data relevant to the position; ensuring accuracy for data & stats collection.
8. To collate and monitor relevant records/data from our electronic file systems *(OASIS)*
9. To be responsible for general tidying & office procedures of the support office, staff room & reception.
10. To discuss concerns about a woman or child's needs with support staff, children's worker or manager.
11. To ensure good daily communication and planning with support staff.
12. To assist in welcoming new residents, children, agency staff and visitors to the refuge.
13. When busy, to occasionally assist support staff with the collection and recording of rents.
14. To establish and maintain good working practise with other professionals and outside agencies.
15. To comply with Health & Safety at all times and to ensure safe working practices are adhered to.
16. To report and/or organise any maintenance and repair requirements as appropriate.
17. To maintain confidential records between agencies ensuring information sharing protocols are adhered to.
18. To promote the refuge and the organisation in a positive way at all times.
19. To support or take part in any fundraising activities when possible.
20. To work on own initiative and as part of a team.
21. To report to any manager any safeguarding or child protection issues or concerns.
22. To draw to the attention of the support manager/ operational manager any concerning issues which may impact on the organisation, staff and/or clients.
23. To attend meetings, supervisions, training events, etc, as requested.
24. To ensure the highest standard of anti-discriminatory and equal opportunities practices.
25. To be flexible during times of holiday/sickness absence wherever possible.
26. To be responsible for knowing & understanding policies of WA and to ensure that they are implemented.
27. To contribute to the continuation, effectiveness and development of WA services.
28. To work strictly, at all times, in accordance with the confidentiality policy.
29. To perform such other duties as are reasonable to the character of the post and the level of responsibility.

NORTH EAST LINCS WOMENS AID

PERSON SPECIFICATION - Volunteer Refuge Assistant

	ESSENTIAL	DESIRABLE	ACHIEVED
QUALIFICATIONS / CAREER PATH			
Any recognised qualifications		*	
Working towards a career path	*		
Undertaking or undertaken, formal training at College or University	*		
PREVIOUS EXPERIENCE OF:			
Supporting vulnerable adults or children		*	
Working in an office environment		*	
Working in a stressful and demanding environment		*	
Collecting statistics / data		*	
Working on a computer	*		
KNOWLEDGE OF:			
The impact of Domestic Violence on everyone	*		
The importance of confidentiality	*		
Equal Opportunities and diversity	*		
The local area, resources and agencies		*	
Drug, alcohol and/or mental health issues		*	
SKILLS			
Ability to work as a member of a staff team and as an individual	*		
Excellent communication skills - with both individuals and external organisations and agencies	*		
Computer skills (<i>file management is undertaken electronically</i>)	*		
Good literacy and numeracy skills	*		
Ability to cope with crisis management, conflict and distress		*	
GENERAL			
Can ensure accountability and commitment	*		
To ensure a positive image of the organisation through personal behaviour and appearance	*		
Demonstrate a high level of motivation / passion	*		
A commitment to personal development	*		
Previous excellent attendance	*		

Additional info to be aware of before you consider this position:

This position is NOT a support position. WA has qualified, experienced and paid support staff. This post is to support them with telephone, admin and office duties. HOWEVER this position will give you many experiences and training and may lead into a future career within domestic abuse support services. Attendance and commitment are crucial to this position – this includes during school holidays. (obviously you are entitled to planned holiday time or sickness absence)