



Role Descriptor
First contact/admin volunteer
(Survivor Groupwork Programme)

Purpose of role:

1. Through phone and email contact, to match female survivors of domestic violence and abuse with an appropriate support group to meet their needs
2. To answer questions from professionals about survivor groupwork programmes

Main activities/tasks:

Answer and return calls from women wanting to join a survivor groupwork programme

Take details of the woman, give her details of a suitable group, pass this information on to the facilitators of that group

Respond to emails and phone calls from professionals with information about how to refer women to programmes

Qualities/experience/skills sought:

1. Ability to listen sympathetically – although we do not provide phone support, some women will want to tell some details of what has happened to them
2. Good telephone manner
3. Able to record simple information (words and numbers) in writing
4. Use of email
5. This role is open to any woman, whether she has experience of domestic violence and abuse or not, and we will never ask you to disclose this to us
6. Able to work without immediate support in person (but available by phone)

Training provision:

One-day basic awareness of domestic violence and abuse course (week days); we may make an exemption for you if you have prior experience or knowledge around domestic violence and abuse

Induction training of at least two hours with Survivor Groupwork Coordinator in the details of the role

On-going informal support (in person or by phone)

Availability:

Between 2 and 3 hours a week, on a Wednesday during office hours.

If you're interested in the role, but unable to make this time, please get in touch to discuss whether we can accommodate this.

Location:

People Can, New Street Centre, St Judes, Bristol

Main point of contact/supervisor:

Survivor Groupwork Coordinator

Other information:

As this is a women only programme, we are only able to accept volunteers who identify as female. We are able to consider volunteers who cannot use a phone (for example, because they are D/deaf) but are able to use email.

Anyone interested in this role will be asked to attend a short interview to assess their suitability for the role, and to give them a chance to ask further questions. We will also ask for a reference.

Anyone volunteering in this role will have to undertake a CRB (Criminal Records Bureau) check. Having something come up on your check does not automatically mean that you cannot continue in the role; if you are concerned about this, please phone or email to discuss in advance (if you would prefer to make an anonymous enquiry, that's fine)