

Volunteer Support Worker Role Description

Harbour Support Services is an independent charity providing services to women, men and children who have experienced domestic abuse.

Role Title	Volunteer Support Worker*
Service	Refuge and Outreach Service
Reporting Relationship	Team Leader
Role Description	<p>The Refuge Service is designed to provide high-quality client-led support service to women and their children, enabling them to determine their own future.</p> <p>The Outreach Service offers community based support to women and men who have or are currently experiencing domestic abuse. Duties may include</p> <ul style="list-style-type: none"> • Offering one to one emotional support/befriending • Facilitate group work or coffee mornings • Help residents when they move onto their own properties. • Assist to get a flat ready for a new resident. • Supporting families to attend appointments • Familiarise women with the local area • Assisting to admit new women/families into the refuge • Attending meetings or court with a client • Sorting and coordinating donations • Attending events to promote Harbour • Food collection and distribution <p>Activities will be based at a refuge and within the local community and may consist of assisting individually or in conjunction with other staff.</p>
Personal Profile	<p>This role requires someone who has empathy and compassion, but is confident about challenging assumptions. This should include the ability to challenge patterns of behaviour but yet encouraging empowerment and choices. Volunteers should have a positive, enabling attitude towards people with support needs and be willing to work alongside others to achieve shared goals.</p>
Location (delete as necessary)	North Tyneside, Northumberland, County Durham, Darlington Stockton, Hartlepool and Redcar.
Commitment	We ask for volunteers to commit to a minimum of 4 hours per week. We would hope that you would be able to commit to volunteering for us for a minimum of 6 months.
Benefits to the Volunteer	<p>Why volunteer for us?</p> <ul style="list-style-type: none"> • Relevant work experience • Induction and ongoing professional training • An opportunity to gain new skills and experiences • Help you to develop your confidence • An opportunity to meet new people

	<ul style="list-style-type: none"> • Support, supervision and personal development • Chance to engage with a wide range of people and diverse community groups • Rewarding sense of having made a positive difference to people's lives • Opportunities to join in project teams and influence development throughout the organisation • Expenses: Paid in accordance with our Volunteer Policy (out of pocket travel expenses and lunch depending on length of shift) • We are happy to respond to requests for references in relation to any voluntary work carried out within our organisation
Key Qualities, Skills and Traits	<ul style="list-style-type: none"> • Working in a busy environment and meeting deadlines • An interest in the issues surrounding domestic abuse • Non-judgmental attitude • Clarity on issues of confidentiality • Ability to communicate at all levels • Ability to work on own initiative • Ability and desire to work as part of a team • Flexible approach • Excellent people skills • Attention to detail • Understanding of and commitment to the aims & objectives of Harbour Support Services
Training Opportunities	<p>All volunteers are expected to undergo Harbour Volunteer Training before they start volunteering for us. Volunteers will be able to access Harbour's full training program. Full support will be given to help volunteers understand and carry out any aspect of the role as appropriate.</p>
For more information, contact:	<p>Rachael Leech, Recovery Service Team Manager volunteers@myharbour.org.uk Head Office 8 Sydenham Road Hartlepool TS18 1PU T : 03000 20 25 25</p>

**This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

This role description describes the main purpose & outcomes for the post. It is a guide to the nature and principal duties as they exist currently, but is not intended to be comprehensive or permanent, nor does it form part of the contract of employment.