

### WHO WE ARE AND WHAT WE DO?

Set up in 1973, The Haven Wolverhampton is a charitable organisation which provides both practical and emotional support services to women and children who are affected by domestic abuse and homelessness. For further information, please visit our website: [www.havenrefuge.org.uk/volunteering](http://www.havenrefuge.org.uk/volunteering)

### ROLE

To provide emotional support and assistance to people experiencing domestic abuse and homelessness. The Helpline is a Dedicated Freephone 24 hour service which enables the caller to speak in confidence whilst continuing to remain non-judgemental throughout the call regardless of what has been disclosed.

### BENEFITS OF VOLUNTEERING

- ♀ Work experience in Helpline setting which will complement your CV
- ♀ Training in awareness of domestic abuse and related issues
- ♀ Build your confidence and assertiveness
- ♀ A brilliant CV booster: professional reference letter and certificates of achievement upon completion

### MAIN DUTIES

- ♀ Answer Helpline calls on a 24 hours rota system, listen and assess each call, and ensure that information given to each caller is appropriate and of a high standard
- ♀ Signpost to and liaise with relevant agencies if the needs of the caller cannot be accommodated by The Haven Wolverhampton
- ♀ Input accurate information about calls into database
- ♀ Carry out various administration duties such as completing forms and filing
- ♀ To reply messages back to staff or other departments via phone or calls
- ♀ To carry out face to face meeting with clients that do not wish to disclose over the telephone

### REQUIREMENTS

- ♀ High level communication skills in listening and verbal (able to speak sensitively to a wide range of people who may be in distress)
- ♀ To be able to record accurately what has been said (written ability)
- ♀ To liaise with external agencies in a professional manner
- ♀ Ability to adhere to relevant policies and procedures and to maintain confidentiality at all times
- ♀ Must be capable of using Microsoft and database
- ♀ Commitment to working in support of women and children