

### Role

To assist the Community Team with supporting women and children who are experiencing domestic abuse.

### What are the benefits?

- Training in awareness of domestic abuse and related issues
- Positive professional reference upon volunteering completion
- Build your confidence and assertiveness
- A brilliant CV booster: professional reference letter and certificates of achievement upon completion.

### What activities will I be involved in?

- Welcome women and children into the service
- Provide practical and emotional support to service users and their families
- Accompany women to appointments with doctors, solicitors, etc when required
- Assist service users in applications for benefits and housing with assistance from staff
- Set up sessions and activities in The Haven Hub to provide ongoing floating support in accordance to service user needs
- Signpost to THW internal and external Specialist intervention support services
- To work closely with the Community Team to meet the needs of hard to reach women
- To adhere to the Health & Safety, Equality and Diversity, Finance, Code and Ethics and Confidentiality and policies and procedures.

### What skills and abilities will I need to have?

- High level of communication skills, verbal and written.
- Ability to adhere to relevant policies and procedures and maintain confidentiality
- Commitment to working in support of women and children
- Ability to react sensitively to a wide range of people who may be in distress.
- Possess a non-judgemental and open-minded attitude.
- Commitment to support vulnerable women and children

## Additional Information

Location	The Haven, Wolverhampton
Hours	1 day a week
Training	Volunteers will be expected to complete the following training: <ul style="list-style-type: none"><li>• Domestic Abuse Awareness (one-day course)</li><li>• Safeguarding Adults and Children</li></ul>
Responsible to	Community Team Manager
Expenses	The Haven offers reimbursement of travel expenses

Due to the nature of our work, Schedule 9 (1) of the Equality Act 2010 applies therefore applications from women only will be considered.

Under the Care Standards Act 2000, all roles are subject to an Enhanced Disclosure from the Disclosure and Barring Service (DBS).