



Volunteer Role Description for: Reception Drop-In Support Volunteer

Reports to: Calderdale Volunteer Co-Ordinator

Expected Volunteer Hours: One morning per week 10am-12pm

Location of the role: WomenCentre Halifax, 23 Silver Street, Halifax, HX1 1JN.

The Role - Summary

The **Drop-In Support volunteer** will be based in the Calderdale Reception Team. The volunteer will offer a **front-line service** of emotional support, practical help, and information and signposting for women that visit the centre in need of support. The support needs of our service users could be around a wide range of issues including debt, benefits, mental or physical health, domestic or sexual violence and/or abuse, housing, crime, family issues etc.

Role duties:

- To greet women that visit the centre, directing them to the waiting area and making them hot or cold drinks where requested.
- To provide a listening ear and emotional support to the women that visit the reception drop-in service.
- To explain the WomenCentre confidentiality and data protection policy clearly to our services users.
- To explain the available WomenCentre services to women that use the drop-in service and make referrals to these where appropriate.
- Identify and agree support needs with service users and provide information and signposting to appropriate external support agencies where there are no relevant WomenCentre services.
- Liaise with staff including the Receptionist, Volunteer Co-Ordinator, and Wellbeing Manager in relation to service users' support.
- Write up case notes and fill in relevant paperwork.
- Attend regular supervision and volunteer meetings.

What the Drop-In Support Volunteer Cannot Do:

- Give legal, financial or any other type of specific advice. We offer information and signposting only.



What skills would be useful for this role:

- Excellent communication and interpersonal skills
- Experience of supporting vulnerable people
- The ability to listen and empathise non-judgementally.
- A warm, caring, and approachable manner.
- A clear understanding of the need for, and ability to keep, confidentiality.
- The ability to remain calm when faced with a complex situation.
- To be happy to ask for support when needed.
- To be happy to engage in training, supervision, and support.

Support for you:

- Volunteers will get day to day support from the Volunteer Co-Ordinator and the Wellbeing Manager.
- Volunteers will also have regular contact with the volunteer co-ordinator in relation to expenses claims, logging volunteer hours, identify training needs and additional emotional support if required.

Other information:

- You will need to provide two references; ideally these will be professional references i.e. from an employer/colleague but can be from people who know you in your private life if you are not able to attain a professional reference.
- All roles are subject to a satisfactory Enhanced Disclosure and Barring Service check. We can do this for you., and if you don't know what this is please contact us for more info.

If you are interested in this volunteer role, please contact WomenCentre

on 01422 386500 or email lauren.clegg@womenscentre.org.uk or jane.ashworth@womenscentre.org.uk

Please visit www.womenscentre.org.uk for more information about our services and what we do.