

Role Description

Community Volunteer

To undertake tasks as specified in this role description with guidance from the Prevention and Recovery Service Supervisor and Management Team.

1. To provide emotional and practical support to people from a variety of backgrounds who are experiencing/have experienced domestic abuse.
2. To meet/visit clients in their homes and/or other safe locations.
3. To record relevant information during visits and transfer client information to the office database as appropriate.
4. To keep case files updated and carry out any follow-up work as required.
5. To write letters of support to other organisations, e.g. Benefits Agency and Housing Offices in accordance with BCD procedures.
6. To research information on relevant services/resources on own initiative.
7. To accompany clients to appointments as necessary e.g. Solicitors, Benefits Agency, Court and Housing.
8. To liaise with other organisations on a client's behalf, in person, by correspondence or telephone.
9. To assist as agreed, in training, presentations and publicity events.
10. To be instrumental in contributing to developing policies and procedures within the support services.
11. To attend supervision and regular team meetings, have shared responsibility for minute taking, and contribute as part of the team.
12. To attend additional in-house and external training events for personal development, as agreed and appropriate.
13. To respect and work within the organisation's policies on equality and diversity, confidentiality and all other policies and procedures adopted by the organisation at all times.
14. From time-to-time, to carry out additional tasks as agreed in advance as appropriate and within the boundaries of the Volunteer's responsibility and capacity.