

Role Description

Office-based Volunteer

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

1. To provide emotional and practical support to people from a variety of backgrounds who are experiencing/have experienced domestic violence and abuse.
2. To maintain timely phone support for clients awaiting community based support and/or visit clients in their homes and/or other safe locations when joint working with community based colleagues.
3. To support community based colleagues and their clients with administrative and office-based support tasks.
4. To accurately record on the office database, all relevant information relating to all contact with clients, colleagues/agencies and professionals working with the client.
5. To keep case files updated and carry out any follow-up work as required.
6. To write letters of support to other organisations, e.g. Benefits Agency and Housing Offices in accordance with BCD procedures.
7. To research information on relevant services/resources on own initiative.
8. To signpost clients to other agencies and organisations as appropriate.
9. To liaise with other organisations on a client's behalf, by correspondence or telephone.
10. To assist as agreed, in training, presentations and publicity events.
11. To be instrumental in contributing to developing policies and procedures within the Prevention and Recovery Service.
12. To attend supervision and regular team meetings, have shared responsibility for minute taking, and contribute as part of the team.
13. To attend additional in-house and external training events for personal development, as agreed and appropriate.
14. To respect and work within all the organisation's policies, particularly those on equality and diversity and Confidentiality.
15. 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.