Staffordshire Women's Aid provides support, advice and emergency accommodation 24 hours a day 7 days a week for women and children fleeing from or living with Domestic Violence.

We are always interested to hear from women who feel that they have some spare time to volunteer, therefore supporting our organisation supporting our clients and at the same time gaining valuable experience and training.

Opportunities are available in Stafford Cannock and South Staffs.

If you feel that you would like to strengthen our web please call us for more details.

24 Hour Helpline

0870 2700 123

Due to the sensitive and confidential nature of our work ,we will expect our volunteers to undertake a full training programme.

Support Staffordshire Women's Aid

Please find below a donation slip should you feel able to support Staffordshire Women's Aid as an individual or if you're another group who wishes to fundraise for us.

Yes, I would like to help Staffordshire Women's Aid work to protect women and children affected by domestic violence.

Name:_____

Address:_____

_____

Postcode:_____ Telephone Number: _____

Email Address:_____

If you would prefer not to receive further communications from us, please tick here

Please return this form to :

Staffordshire Women's Aid. PO Box 2387, Stafford. ST16 3WS.

Signed: _____

Please accept my donation of: £10 £20 £50 £100

Other amount £ _____

(in words) _____

I enclose a cheque / postal order made payable to Staffordshire Women's Aid .If you would to set up a regular donation please call us on

Staffordshire Women's Aid Helpline

0870 2700 123

Staffordshire Women's Aid

Together Against Domestic Violence Since 1976

Volunteer Web

"Never doubt that a small group of committed people can change the world. Indeed, it is the only thing that ever has."

Margaret Mead (1909—1978)

Role Description

Volunteer

Helpline Support

24 Hour Helpline
0870 2700 123

Helpline Support

Days and Times

Support the 24 hour cover of this core service, currently on a 3 hour shift basis during office hours based in Stafford.

Time Commitment

Minimum of 1 slot per week, plus training, team meetings and supervision.

Co-ordinated by

Helpline Co-ordinator, Volunteer Co-ordinator and staff.

Supervision

Regular individual supervision.

Duties

To respond to the varied calls taken on helpline.

Record and monitor calls.

Respond to offers of donations.

Take referrals for accommodation and other Staffordshire Women's Aid services.

Offer advice and information as appropriate.

Offer emotional support as appropriate.

Aim to empower the caller when able.

Be able to signpost callers where appropriate and relevant.

Maintain handbook and training.

Training

Due to the sensitive specialised and varied nature of calls on the help line, full training, mentoring and support will be given

Completion of yellow green and violet training opportunities, including specialised helpline training.

Volunteer Spec

Excellent awareness of the issues surrounding domestic violence.

Excellent understanding of confidentiality and a willingness to work within Staffordshire Women's Aid policies procedures, guidelines aims and objectives.

Clear understanding of appropriate boundaries and a willingness to work within them.

Awareness of the role limitations and willingness to work as a team.

Non-judgmental, accepting and professional approach to potentially vulnerable people.

Good oral communication skills and confidence to deal with a diversity of people, some of who may be in distressing situations.

Reliability honesty and adaptability.

Staffordshire Women's Aid

Together Against Domestic Violence Since 1976

Benefits to Volunteer.

Volunteering for Staffordshire Women's Aid will encourage you to gain a deep and professional understanding of Issues surrounding domestic violence.

Training internally and externally will provide you with a unique framework of knowledge required to work in the domestic violence sector.

Internal certificates of achievement will be awarded to volunteers on successfully completing training modules.

Working alongside staff and service users will enable you to help us strengthen our support of women and children experiencing or fleeing domestic violence.

Where appropriate attendance of team days and meetings will widen your knowledge of the organisation and staff.

Mileage will be reimbursed as will other out of pocket expenses.

Please call

0870 2700123

For further information