



## Safer Wales: Centre Activities Project

(This role is only open to female applicants as an occupational requirement exception under Sch 9 of the *Equality Act 2010*.)

### Role Description

**Title:** Volunteer Centre Assistant

**Primary Purpose:** To assist and work alongside staff with the day-to-day running of the centre and to help support vulnerable women to have access to the facilities and essential items following the change that lasts model. Volunteers will also engage with staff by delivering/ assisting with activities and with the preparation of emergency food parcels.

**Responsible to:** Scheme Coordinator & Volunteer Mentor and Support Officer

**Location:** Safer Wales, Castle House, Castle Street, Cardiff CF10 1BS

**Background:** Safer Wales Volunteering Service supports Safer Wales projects in helping victims of domestic abuse, sexual violence, and sexual exploitation. For the last 20 years, we have been working with victims of domestic violence, rape, sexual abuse, exploitation and hate crime. Following the change of the Last model, Safer Wales Centre is working to help support vulnerable women to access facilities, activities and other essential items.

### Main Duties:

You will attend alongside the centre staff to assist with supporting the women in a variety of different ways. These duties involve:

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- Interacting with the women who come to the centre for appointments and helping them with their basic needs.
- Assisting with logistics and ensuring a smooth flow of events by helping to organize and arrange donations within the centre, notably maintaining our clothes section and making sure there is a variety of clothes to pick from.
- Volunteers will be required to appropriately update any feedback forms, and monitoring forms and regularly update our spreadsheets to help staff with reporting.
- Encourage dialogue or support to provide women with a sense of community and emotional support.
- Attending alongside staff, volunteers, and clients to create a warm, inviting, and safe environment for the women to attend while ensuring a safe space.
- Ensuring health and safety standards are maintained and following appropriate risk assessments in place.
- Based on results and participant feedback, volunteers should assess the effectiveness of programs and provide improvement recommendations to the staff in charge.

## **Training**

Volunteers will receive a two-part blended induction and will receive on-the-job training relevant to the needs of the individual along with updates on volunteering opportunities. Volunteers will receive all necessary support and information through email, telephone calls and online meetings.

## **Commitment**

The nature of this volunteer role is to provide support to the Safer Wales team. We ask that volunteers give a minimum commitment to the project of one morning/afternoon a week (Monday – Friday). The Centre is open from 09:00

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– 4:00. Volunteers can be flexible as to which days they volunteer but within an agreed rota prepared in advance.

### **Equal Opportunities**

- Safer Wales is committed to the active promotion of equal opportunities as an employer, and in the provision of all its services. It is the responsibility of all staff and volunteers to ensure the practical application of this policy.
- To encourage and promote a more positive and tolerant atmosphere within and outside the organisation on differences based on race, religion, gender, class, language, sexuality, diet, disability etc.

### **Health and Safety**

- Under the Health and Safety at Work Act, all employees and volunteers are required to take care of their own health and that of other employees in complying with their statutory duties.
- Face masks and hand sanitisers will be provided.
- Social distancing will be implemented where possible.

### **Person Specification**

- 18 years of age and over
- Non-judgmental
- Approachable
- Reliable
- Adaptable
- Excellent Communication & Listening Skills
- Basic IT Skills
- Adaptability and flexibility to various activity styles.
- Able to work as part of a team.

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- Ability to work effectively with diverse group of people

### **Benefits of volunteering with Safer Wales**

- An opportunity to learn new skills.
- Satisfaction with helping others.
- Working in a team and developing relationships
- Chance to develop personal skills and experience.
- Reimbursement of travel costs
- Attend Training opportunities (agreed by scheme coordinator and volunteer mentor and Support officer)

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