



## **Community Action Project**

Various Roles

### **Community Action Partner**

Your Sanctuary

**Aim:** A local charity that provides a range of services which offer emotional and practical support to people and their children who are experiencing or have experienced domestic abuse. Along with providing services ourselves we also work closely with other agencies to offer a package of support. Your Sanctuary works to prevent domestic abuse and undo the damage it does to individuals, families and communities. In addition to direct services to women, men and children affected by domestic abuse, your Sanctuary provides comprehensive prevention, advocacy and education programmes.

**Role:** There are various opportunities available:

- 24-hour Helpline Volunteer - provides emotional support and signposting to callers out of hours (home based) and in office hours (which is based in the Woking offices).
- Reception Volunteer - To provide reception cover in the newly refurbished office and undertake administrative duties.
- Children's Service Volunteer - assists the Children's Worker in providing activities within their refuges in the North West Surrey Area.
- Donation Station Co-ordinators - To co-ordinate donations at the Big Yellow Storage in Byfleet
- Refuge activity volunteer – there are a large range of roles that are available in the refuge. These can be working with the women or supporting staff that are based in the refuges.
- Welcome/departure Refuge Volunteer – to welcome women arriving in the refuges and help them settle in, and also to help women coming up to leaving the refuge too.
- Community Services Coordinator – Volunteers are needed to undertake research and keep records of companies contacted to promote the services offered by Your Sanctuary.
- Fundraising/events - volunteers to hold monthly fundraising events to secure a regular income from events fundraising for your Sanctuary
- Gardener – to do general tidying of the refuge's gardens on a regular basis
- One off projects – gardening, decorating
- Recruiting more volunteers

**Training:**

- All volunteers – getting to know us/induction session lasting three hours including an over view of "what is domestic abuse"
- 24-hour Helpline Volunteer - full specific training given prior to taking up placement in two two-hour sessions. Training takes place in the office in



Royal Holloway  
University of London

Woking, followed by 'shadowing' staff members prior to being issued with a mobile phone to cover the helpline from home or working from the office in Woking.

- Reception – shadowing an existing volunteer and specific induction training for reception.
- Children's Worker Assistant - ongoing training and supervision from Children's Worker.
- Refuge – dependant on the role but will include shadowing.

**Location:** Some roles are Woking based. Refuge/Children's Worker's Assistant roles based North West Surrey. Out of hours helpline role can be done from your own home.

**Times:**

- Helpline – You can choose shifts from the following: OUT OF HOURS COVER Monday to Friday, 5pm-9am, weekends/bank holidays, 9am-1pm, 1pm-5pm and 5pm-9am. IN OFFICE HOURS Monday to Friday 9am-1pm or 1pm-5pm
- Reception Volunteer – Cover is required from 9-5 Monday to Friday - volunteers are asked to cover the hours on a rota basis - volunteering 9am-1pm or 1pm-5pm.
- Children's Worker Assistant - Monday to Friday between 9am and 5pm. For more details on the amount of hours expected, email the above address – or whatever you can spare.
- Refuge roles – generally between the hours of 9am to 5pm, Monday to Friday.

**DBS:** All roles are DBS checked

**Other:** Volunteers are expected to provide your Sanctuary with two references. Volunteers must be female, preferably (but not essentially) with an awareness of the impact domestic abuse has on families. This project will reimburse expenses and has accessibility.

**Application:** All volunteers must be registered as Community Action volunteers. To do so, visit <http://www.rhul.ac.uk/services/volunteering/register.html>

