



Brighton Women's Centre
22 Richmond Place
Brighton, BN2 9NA

Role Description

Support and Information Service Volunteer

Responsible to: Volunteer Services Manager and BWC Director

Responsible for: Providing information, support, and signposting to BWC service users and contributing to the smooth running of BWC services.

Duties and responsibilities:

1. To ensure that the Women's Hub/Support & Information Phone Line sessions are opened as advertised.
2. To attend sessions at the correct time.
3. To welcome visitors and service users.
4. To offer empathic and practical support to women who use the hubs/phone line, using a range of listening skills.
5. To ensure that all confidential information is kept secure, including passwords and access codes.
6. To attend supervision and review sessions, training programmes, volunteer meetings.
7. To liaise with other BWC volunteers and employees and form constructive working relationships. To give and receive appropriate feedback to colleagues.
8. To remain up to date with BWC information, policies and procedures, and ensure that you work according to these.
9. To offer information, advice, guidance and signposting to women using the centre.
10. To be able to work in a non-judgemental way.
11. To carry out administrative functions necessary to support the smooth running of the centre, including the accurate monitoring of the use of the Centre and its services.
12. To ensure that the space is kept clean for services users.
13. To provide accurate and up to date information on request.
14. To advise the Volunteer Services Manager ASAP if you are unable to attend your shift, where possible giving minimum 24 hours' notice and attempting to arrange cover through the relevant WhatsApp Group.
15. To undertake any other appropriate tasks requested by BWC.

BWC is committed to equality of opportunity to its workers and users and in its provision of services. It is the responsibility of each and every worker to ensure the implementation of its equal opportunities policy.

Under the Health & Safety at Work Act all volunteers are required to both take care of their own safety and that of other volunteers, centre users and employees and to cooperate with BWC in complying with statutory duties.

Teamwork is vital to the success and professional standard of the centre and all volunteers are encouraged to take an active part in regular meetings and contribute to the general development of the centre. This may also include taking responsibility for specific areas of work.



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Volunteers are offered regular line management supervision and support through the end of session de-brief with the Volunteer Services Support Worker or Volunteer Services Manager.

Strict adherence to confidentiality, particularly in respect of personal details and background of workers and clients is required of all workers.

To apply please complete an application form and return it to:
emmawalsh@womenscentre.org.uk

If you have difficulties completing this form, contact Emma Walsh, Volunteer Services Manager, on 07472 085 374.