



**Brighton Women's Centre
Volunteer Women's Hub Facilitator**

Role Description

Responsible to: Senior Practitioner, Support Services Manager.

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

Duties and responsibilities:

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.

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.

Volunteers are offered regular line management supervision and support through the end of session team de-brief.

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

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.

1. To ensure that the Women's Hub 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 using the service, using a range of listening skills.

5. To raise any concerns about service user's welfare with BWC staff as soon as you are able, particularly if you feel there could be a safeguarding issue.
6. To ensure that all confidential information is kept secure, including passwords and access codes.
7. To be able to work in a non-judgemental, trauma informed manner which upholds the intersectional feminist values of BWC.
8. To attend supervision and review sessions, training programmes, volunteer meetings.
9. To liaise with other BWC volunteers and employees and form constructive working relationships. To give and receive appropriate feedback to colleagues.
10. To remain up to date with BWC information, policies and procedures, and ensure that you work according to these.
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 Support 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.

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

If you have difficulties completing this form, contact Emma via email or on 07472 085 374