



Brighton Women's Centre
Globe House, 3 Morley Street
Brighton, BN2 9RA

VOLUNTEER ROLE DESCRIPTION

Organisation: BWC (Brighton Women's Centre)

Role Title: Volunteer Women's Hub Facilitator

Responsible to: Women's Hub Facilitators, Support Services Manager.

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

Weekly hours and locations: We are looking for volunteers for all three of our weekly hubs. Please state which session you would like to volunteer at in your application.

Hub details:

- Mondays 4.30 – 8pm @ Globe House, 3 Morley Street, BN2 9RA
- Wednesdays 1.30 – 5pm @ Globe House, 3 Morley Street, BN2 9RA
- Thursdays 9.30 – 1pm @ The Wellbeing Hub, 18 Preston Park Avenue, BN1 6HL

Recruitment Process: Volunteer recruitment usually takes place twice per year. Shortlisted candidates will be invited for a conversation with the Support Services Manager. Successful candidates will join a training group and are required to attend 2 in-house training sessions before any volunteering can take place. Once trained, an induction including shadowing sessions and a probationary period follow.

Role Summary: The Women's Hubs at BWC provide a crucial service to women across the city who are in need of advice and information in an informal, trauma-informed and non-judgemental environment.

Volunteer Hub Facilitators support women to feel heard, providing empathic and practical support with the challenges they are facing. Volunteers offer information, guidance and signposting to Service Users as well as holding occasional activity-based or themed sessions.

Duties and responsibilities of a Volunteer Hub Facilitator are to:

1. Attend sessions weekly, ensuring that the Women's Hub is covered and able to open as advertised.

2. Attend at the correct time and support staff to set up for the session.
3. Welcome service users to the Hub.
4. Behave in a non-judgemental, trauma informed manner which upholds the intersectional feminist values of BWC.
5. Offer empathic and practical support to women using the service, using a range of listening skills.
6. Raise any concerns about a Service User's or child's welfare with BWC staff as soon as you are able, particularly if you feel there could be a safeguarding issue.
7. Ensure that all confidential information is kept secure, including all Service User information, personal details and backgrounds of yourself and other team members, BWC passwords and access codes.
8. Participate proactively in team debriefs after each Hub session.
9. Value staff and fellow volunteers expertise and work cohesively as part of the Hub team.
10. Abide by BWC's equalities and diversity policy.
11. Attend supervision sessions, training programmes and volunteer meetings.
12. Liaise with other BWC volunteers and employees and form constructive working relationships. To give and receive appropriate feedback to colleagues.
13. Remain up to date with BWC information, policies and procedures, and ensure that you work according to these.
14. Carry out administrative functions necessary to support the smooth running of the Hub.
15. Ensure that the space is kept clean and safe for services users.
16. Provide accurate and up to date information on request.
17. Take care of your own safety and that of other volunteers, Hub users and employees and to cooperate with BWC in complying with statutory duties under the Health & Safety at Work Act.



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18. 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.

Practical Considerations:

- Volunteers are expected to attend sessions weekly, giving staff at least 2 weeks' notice if planned time off is required.
- Hubs are closed on Bank Holidays and for the period between Christmas and New Year.
- Minimum 12 months commitment to volunteering is requested.
- BWC can reimburse reasonable local travel costs (up to the cost of a Brighton & Hove daily saver bus ticket per session).
- Due to the nature of this role we can only accept applications from those aged 18+
- The successful candidate will be subject to a DBS check.

About BWC:

BWC delivers women centred services for women in Sussex and Kent. We recognise that the women we support have complex and interrelated needs, with high incidences of trauma and abuse. We recognise women are the experts of their experience and ensure our services are co-produced and are based on what women tell us they need. Our approach is relational, holistic, and practical and takes account of the complexity of women's circumstances, background, and experiences.

BWC have been delivering services to women for 50 years. We have extensive understanding of supporting women with multiple and complex needs to become empowered to turn their lives around.

BWC are part of a national network of women's centres and gender responsive providers committed to identifying best practice in ensuring women and girls with complex needs can access the right support in the right place at the right time.

Closing date for applications: Monday 9th November, 9am

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.