



## Trainee Support Advisor (Volunteer)

**Title:** Trainee Support Advisor (Volunteer)

**Responsible to:** Support Advisor and Volunteer and Communications Coordinator

**Main Purpose of role:** To provide information, advice and support to women seeking assistance from Hillingdon Women's Centre

**Minimum time commitment:** Minimum of 1 full working day per week, for a minimum of 6 months.

**Location:** Hillingdon Women's Centre

**Hours:** 9am-5pm

We are looking for an empathetic and organised female\* with excellent communication skills who can provide basic advice, guidance and information to empower our service users. Under the supervision of our Support Advisor, you will be trained to support women on a range of issues. We need volunteers who are passionate about ending gender based violence and are keen to be involved in supporting a small charity.

\* Occupational Requirement ([Equality Act 2010, Schedule 9 Part I](#)) applies

### Main activities:

1. Undertake an initial review of risk and needs assessments and refer to the Support Advisor to agree actions
2. Gain practical experience of how to provide general support and emotional support for women who contact HWC for information, advice and guidance in a way that is approachable, flexible and caring, showing empathy at all times.
3. Support and empower service users to complete various application forms such as benefit applications
4. Signposting and/or referring service users, where necessary, to appropriate support and information after your initial training.
5. Assist the Support Advisor to facilitate group sessions online and in the centre as directed
6. Keeping and maintaining accurate, complete and up to date records
7. Undertake training sessions to increase knowledge of the issues that affect service users
8. Recognising, respecting and addressing the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBTQ+ communities, disabled people and women with complex needs.
9. Work within all strict Data Protection regulations and Confidentiality guidelines.
10. Supporting the wider aims of the charity by creating links with community groups and the voluntary sector.
11. Other general administrative tasks as required.

### **Volunteer Profile:**

1. Demonstrates empathy, patience and respect for others (including with those who may be in stressful situations or who do not have English as first language)
2. Strong interpersonal skills and the ability to relate to a wide range of individuals
3. A positive “can-do” attitude, demonstrating initiative and a willingness to go the extra mile for service users
4. Ability to organise workload and multi-task with attention to time management
5. Excellent verbal/written communication and listening skills
6. Team working and able to communicate effectively with staff
7. Confident IT skills including use of Spreadsheets and Google Forms and is open to learning new systems
8. Willing to read and keep updated about the women’s sector and be committed to the values our charity embodies

### **Desirable:**

1. Access to a computer, tablet or phone with internet access
2. Previous experience working with vulnerable people including providing information, advice and/or guidance

### **How to apply:**

Please click and fill the [Volunteer Application Form](#), if you have any issues it can be found on our website: [www.hillingdonwomenscentre.org](http://www.hillingdonwomenscentre.org)

Follow the **Get involved** tab and then click **Volunteer**.