IDAS

Helpline Support Volunteer

IDAS (Independent Domestic Abuse Service) is seeking volunteers to support our workers on the Helpline. The IDAS Helpline is a busy service responding to calls from the public and professionals who wish to know more about our services and from people who are seeking support.

Supporting volunteers will assist our skilled team of Domestic Abuse Practitioners with the smooth running of IDAS Helpline: providing support triaging incoming calls; sending follow-up information to internal and external stakeholders; referring to services as appropriate; and updating the case management system to accurately reflect calls. A Helpline Support Volunteer may also be asked to support administrative tasks as required by the Helpline duty team.

We are looking for someone who is nonjudgemental, demonstrating compassion and kindness to individuals who have been subjected to domestic abuse. The role requires an individual who understands the importance of working in a trauma-informed way, will be computer-literate and have confidence and professional manner when communicating, both verbally and in a written format. Existing knowledge of local services to signpost will be helpful but not essential. Full training and support will be provided.

The role offers the opportunity to volunteer with a specialist charity doing vital work to support victims and survivors of domestic abuse and sexual violence. We offer thorough and on-going training to our volunteers and additional shadowing of Practitioners.

We are looking for someone who can dedicate one full day or a half day per week.

Volunteer will have:

- A high standard of communication skills, compassion, respect and understanding
- A strong commitment to and understanding of confidentiality
- IT and organisational skills
- An understanding of Domestic Abuse and Sexual Violence is desirable
- DBS (Disclosure and Barring Service) clearance is essential (can be provided by IDAS).

Volunteer tasks:

- Support the team to triage Helpline calls
- Complete safety planning
- Offer emotional support
- Administrative tasks, including updating the case management system accurately
- Communicate professionally in a verbal and written format
- Send follow up information to internal and external stakeholders
- Complete ongoing safeguarding referrals
- Signpost to local and national specialist service
- GDPR (General Data Protection Regulation) adherence