**Volunteer Role Description**

**Administration Volunteers**

**About Us:**

**Founded in 2010 we provide support to women and girls aged 14 and above who have experienced any form of sexual violence. We currently offer 25 weeks of free, specialist, counselling with one of our 13 fully trained counsellors.**

**Our free, confidential, helpline is open on Tuesday and Thursday between 7pm and 9pm. This is staffed by our wonderful women volunteers who have received extensive training in how to support a survivor of sexual violence.**

**About the Role:**

Administration volunteers support the day to day admin tasks within our busy office environment. There is no typical day, you could be answering the phone; filing; entering client data; working with the counselling co-ordinator to book new clients in for sessions; or calling new referrals to book their initial appointments. This is an opportunity to gain valuable admin skills.

**About you:**

* Must have good interpersonal skills including a friendly and approachable manner both face-to-face and over the telephone
* Must be literate and numerate
* Must have a basic knowledge of Microsoft Word or a willingness to learn basic IT skills
* Have a non-judgmental attitude and a commitment to work within our feminist principles
* Be willing to follow our policies and procedures including completing a DBS check
* Be reliable and able to commit to at least 4 hours a week (during office hours)
* Be able to commit to any necessary training, including induction training
* Have an understanding of and willingness to learn about the impacts of sexual violence on survivors and be prepared to respond in a non-judgmental, non-discriminatory manner
* Be able to travel to our Ipswich office

**Benefits:**

* Training to use the DPMS database and other relevant software
* An ongoing training program covering a variety of areas including Mental Health; Supporting Trans Survivors; & Equality and Diversity
* You will develop valuable admin skills including: data entry; filing; ‘customer’ service; basic Microsoft office skills; organisational skills and the ability to prioritise tasks
* Full support from our current volunteer team and staff
* An opportunity to make a difference to women affected by sexual violence
* An opportunity to work in a welcoming, feminist environment with committed and passionate women who work hard to support survivors of sexual violence

**What Next?**

If you are interested in becoming a Fundraising volunteer with us, please contact the office on [admin@srchelp.org.uk](mailto:admin@srchelp.org.uk); call the on (01473) 231200; or download an application form from our website [www.srchelp.org.uk/home/joinus](http://www.srchelp.org.uk/home/joinus).