## Role Description: Domestic Abuse Volunteer

**Responsible to:** DA Team Leader - Stef Molloy

**Time commitment**: 1 – 3 hours per week face to face or on the phone.

**Location:** Watford & Three Rivers District

**Who we are:**

Hertfordshire Mind Network is a mental health organisation that promotes mental wellbeing and provides a diverse range of recovery orientated services to residents across Hertfordshire. We are the largest mental health provider in the county and provide support to over 5000 clients every year. Domestic Abuse Community Support is one of the many support services we offer alongside our Mental Health Provision. We support people who are 16 years and over and experiencing Domestic Abuse.

**Purpose of role:**

To delivera six-week ‘step down’ service to clients – by providing one-to-one support to clients who have recently been discharged by their Domestic Abuse Caseworker.

The support is offered to individuals by using a holistic approach which is tailored to meet the needs identified by the client. We offer one to one support at our Watford Wellbeing Centre or a safe location identified within the local community. We can also offer support via phone if that is more appropriate. We provide a high-quality range of support to help improve well-being and to help our clients feel empowered to feel safe.

**What we are looking for:**

We are looking for individuals who have either life or professional experiences in Domestic Abuse. The individual will have an unconditional positive regard towards others, with no judgement towards how others live. We require someone with good boundaries who is willing to offer their time and reliability to support our clients in the community and their own homes. The individual will need to have a full UK driving licence with access to a car. Basic computer skills will be essential as you will be required to update our computer system with notes from your appointments.

**Main tasks**:

You will:

* Work in partnership with the wider DA team.
* Meet with clients weekly, face to face / via telephone and provide a safe space for them to talk and feel heard.
* Provide practical and emotional support and advocate for your client if necessary.
* Signpost to other organisations
* Help the client to explore their options and make their own choices.
* Attend occasional meetings and appointments.
* Record all client work on our internal case management system.
* Access education and training.

**Support Provided:** (E.g. regular supervision/one-to-one’s)

* Supervision once a month with your line manager
* Fifteen-minute check in every two weeks with wider team

Support available from Team Leader and the Domestic Abuse Casework team Monday-Friday within

**Next steps:**

If you are interested, please complete our application form <http://www.hertfordshiremind.org/join-us/volunteering/> or call on 0203 727 3600