

**Helpline Volunteer**

**Role Profile**

Responsible to: Access to Services Manager

Responsible for: No staff

**Objective of the Post: To provide help and support to the victims of domestic abuse who call the WMWA Helpline.**

|  |  |
| --- | --- |
| Direct Delivery | * Provide emotional and practical support and active listening to service users calling the WMWA Helpline.
* Provide up to date appropriate and reliable advice and information to women accessing the WMWA Helpline.
* Promote engagement with other WMWA services.
* Input relevant information on WMWA database Oasis.
 |
| Safeguarding Children and Vulnerable Adults | * Participate in the work of safeguarding children and vulnerable adults, following WMWA policies and procedures.
 |
| Service User Involvement | * Encourage all callers to provide feedback on their experience of WMWA Helpline, using online formats and engaging in wider consultation.
 |
| General Duties | * Attend supervision sessions and team meetings, as requested.
* Promote equality of opportunity and anti-discriminatory practice
* Advise callers of the WMWA complaints policy and procedures as and when appropriate.
 |