

**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.**

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| 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. |