



Volunteer role description

About Freeva

Freeva is an independent charity dedicated to supporting victims of domestic abuse and sexual violence in Leicestershire and surrounding areas. We provide specialist services to help any adults and young people cope and recover, to live free from violence and abuse and ensure their voices are heard. We also provide programmes for adults and young people who want to address their abusive behaviours.

Volunteers are a vital part of our mission. Help us to us to empower and support victims, challenge abusive behaviours, break the cycle of violence and build cohesive communities. We have various roles in helpline, fundraising and community engagement, project support and training.

Role details

Role	Helpline Support (X10)
Service	Helpline Engagement Service - confidential advice, emotional support, and practical guidance to all individuals affected by domestic abuse, sexual violence, and harmful behaviours. https://freeva.org.uk/helpline/#helpline
Purpose of the role	To support us in our mission to empower and support victims of domestic and sexual violence/abuse. You'll be supporting the Helpline & Engagement Service in providing compassionate and accessible support to individuals affected by domestic abuse and sexual violence. Helpline volunteers help ensure that callers feel listened to, believed, empowered and guided towards appropriate information and support.
Supported by	The Helpline Service Managers Experienced Helpline Caseworkers

Commitment	<p>We are grateful for any amount of time you can spare but we'd love it if you could give between 3 –7 hours a week on average for 6 months to a year.</p> <p>Volunteer shifts are likely to be on weekends (between 10-4) and evenings (between 4-8).</p>
How we keep you and our service users safe	<ul style="list-style-type: none"> • Freeva will arrange for you to have an Enhanced DBS check before you start • We will ask you for two references • If you have used a Freeva service or have experienced domestic abuse or sexual violence, we ask that you wait a minimum of 2 years before volunteering with us
Age requirement	18 or over
Location	Office based location near to Leicester city centre & Leicester University campus.
Expenses	Travel and other out-of-pocket expenses can be reimbursed to volunteers.
Likely tasks & activities	<p>You might be asked to help with some of the following:</p> <ul style="list-style-type: none"> • Calling people who have reached out to us and completing an initial assessment using our standard set of questions • Using a DASH (Domestic Abuse, Stalking, and Harassment, and Honour-based violence) risk check list to understand risk and support required • Writing up clear notes on our case management system after each call so the wider team can follow up safely and consistently. • Uploading professional referrals into our system and getting in touch with agencies to confirm they've been received. • Checking our voicemail inbox, recording the details and returning calls to offer reassurance and next steps. • Completing safeguarding or police referrals when these are needed following an assessment, with guidance from the team • Handing over key information to another volunteer or staff member at the end of your shift and taking time to debrief before signing off

	<p>The list of tasks is flexible; you may only be involved in a few of these depending on your preferences.</p>
Experience, skills & attributes desired	<p>An understanding or willingness to learn about:</p> <ul style="list-style-type: none"> • How domestic abuse affects adults, children and families • How the criminal justice process can play a part in someone's experience • The different agencies that work together to support people safely • Confidentiality and how to handle sensitive information safely • How to maintain healthy personal boundaries • Trauma, neurodivergence and how these can shape someone's needs and reactions <p>Personal attributes/skills:</p> <ul style="list-style-type: none"> • Compassion for victims of domestic abuse and sexual violence • Non-judgemental, active listening and questioning skills • Ability to be calm and resilient • Great all round communication skills • Ability to process sensitive information responsibly • Confidence in providing guidance to others • An understanding of and alignment with Freeva's values. <p>Confidence with using:</p> <ul style="list-style-type: none"> • Microsoft 365 • Client databases <p>You don't need to be an expert to volunteer with us. We will guide you through all of this, step by step. You will never be expected to know everything, just to bring compassion and a willingness to learn.</p>
Training and support	<ul style="list-style-type: none"> • You'll be given a thorough induction to Freeva and all our services • You'll take part in a 6-week training programme (around one day a week) where you will learn everything you need for the role, alongside a supportive group, • You will complete a set of short e learning modules to help build your confidence and understanding • You'll have the chance to shadow experienced staff or volunteers so you can learn at your own pace • You'll be given guidance and support to help you stay calm, steady and resilient during challenging moments

	<ul style="list-style-type: none"> You will receive ongoing support, regular check ins and further training to help you feel confident, grounded and well supported throughout your volunteering journey. <p>Training dates will likely be on weekends (between 10-4) and/or evenings (between 4-8) depending on group availability.</p>
What you will get out of the experience	<ul style="list-style-type: none"> Be part of a friendly, welcoming team that is passionate about making a difference to the lives of people affected by domestic and/or sexual abuse A safe and supportive space to build your understanding of domestic and sexual abuse Opportunities to strengthen your communication, advocacy & active listening skills that can help in future roles within the sector or beyond Experience in offering guidance to others with compassion and care The chance to contribute to meaningful change The chance to socialise and get to know other volunteers
How to apply & what to expect	<ol style="list-style-type: none"> Fill in the online volunteer application form. Ensure that you give us some examples in your application of the skills, experience and attributes you have that match the ones we are looking for You may be invited to an informal telephone chat You may be invited to attend a volunteer interview If successful, you'll be invited to join a group volunteer induction which will be a mixture of online and in person training. <p>Our volunteer application process is robust due to the sensitive nature of the roles we offer.</p>
Contact	<p>If you have any questions or would like to know how the role could be adapted to suit you, please email the Volunteer Co-ordinator: volunteering@freeva.org.uk</p> <p>We can arrange a telephone chat if you would like to discuss the role in more depth.</p>

eLearning modules for this role

1. Understanding GDPR

2. Equality, Diversity & Inclusion
3. Cyber Security Best Practices
4. Mental Health Awareness
5. Safeguarding Adults Awareness
6. Safeguarding Children's Awareness
7. Health & Safety Awareness
8. Awareness of Dementia, Mental Health, and Learning Disabilities
9. Managing Stress at Work for Employees
10. Display Screen Equipment
12. Managing Infection in the Workplace
13. Manual Handling Awareness
14. Handling Violence and Aggression
15. Working in a Person-Centred Way
16. Environmental Awareness
18. Fire Extinguisher Use