



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 schools' outreach.

Role details

Role	Helpline Support
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	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. Likely volunteer shifts: Day time - Wednesdays or Thursdays (between 10am - 4pm) OR Early evenings - Mondays, Wednesdays or Thursdays (between 4pm - 8pm). Please note: there will be 4 training sessions on Saturday mornings.
How we keep you and our service users safe	• Freeva will arrange for you to have an Enhanced DBS check before you start • We will ask you for two references • If you have experienced domestic abuse or sexual violence, we ask that there has been a minimum of two years since the end of any formal support or treatment related to your experience. If you are unsure whether the timing is right, we encourage you to get in touch for an informal conversation.
Age requirement	18 or over
Location	Office based location near to Leicester city centre & the University of Leicester campus.
Expenses	Travel and other out-of-pocket expenses can be reimbursed to volunteers.
Likely tasks & activities	You might be asked to help with some of the following initially: • Checking our voicemail inbox, recording the details and returning calls to offer reassurance and next steps. • Uploading professional referrals into our system and getting in touch with agencies to confirm they've been received. • Handing over key information to another volunteer or staff member at the end of your shift and taking time to debrief before signing off Once you feel comfortable, you might have the opportunity to help with:

	• Calling people who have reached out to us and completing an initial assessment using our standard set of questions • Working through a DASH (Domestic Abuse, Stalking, and Harassment, and Honour-based violence) risk check list with service users • Completing safeguarding or police referrals • Writing up clear notes on our case management system after each call so the wider team can follow up safely and consistently. The list of tasks is flexible; you may only be involved in a few of these depending on your preferences. You will receive guidance from the team for any task.
Experience, skills & attributes desired	An understanding or willingness to learn about: • 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 Personal attributes/skills: • 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. Confidence with using: • Microsoft 365 • Client databases You don't need to be an expert to volunteer with us. We will guide you through all of this, step by step. Just bring compassion and a willingness to learn.
Training and support	• You'll be given a thorough induction to Freeva and all our services

	• You'll take part in a 6-week training programme 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 • You will receive ongoing support, regular check ins and further training Induction and training will likely be 6 sessions of 2-3 hours: 2 weekday or early evening sessions* 4 Saturday morning sessions *Depending on group availability
What you will get out of the experience	• 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	1. 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 2. You may be invited to an informal telephone chat 3. You may be invited to attend a volunteer interview 4. If successful, you'll be invited to join a group volunteer induction which will be a mixture of online and in person training. Our volunteer application process is robust due to the sensitive nature of the roles we offer.

	We're recruiting volunteers on a rolling basis and may close applications once roles are filled. Apply early to avoid disappointment. Interviews likely to take place in August.
Contact	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 We can arrange a telephone chat if you would like to discuss the role in more depth.