

Information for Potential Volunteers



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WHY DO WE WANT VOLUNTEERS?

Volunteers can:

- Bring a new and varied range of skills and experiences to Harbour
- Strengthen the capacity of Harbour and the services we can offer

WHAT CAN WE OFFER TO YOU AS A VOLUNTEER?

- Relevant work experience
- Induction and ongoing professional training
- An opportunity to gain new skills and experiences
- Help you to develop your confidence
- An opportunity to meet new people
- Support, supervision and personal development

INDUCTION:

Your induction programme is an integral part of your voluntary position within our organisation. During your induction period you will examine:

Domestic Abuse

- What is domestic abuse?
- The impact of domestic abuse on victims and children
- Understanding why people stay in abusive relationships and why they may be reluctant to receive help

Harbour

- The structure of our organisation
- Services we offer
- Links within the local communities
- Policies and Procedures

Core Training (dependent on the volunteer role)

- Domestic Abuse
- Professional Boundaries
- Children and Domestic Abuse
- Safeguarding

- Dealing with distressed clients
- Listening skills

The training takes place before you join a team. Sessions will be based upon group work, discussion groups, case studies and one to one support.

GUIDELINES FOR VOLUNTEERS – What you can expect

The role and value of volunteers

Harbour values the support of volunteers to supplement our staff teams, ensuring the highest standards of support for service users.

Recruitment and Selection

If, after you have read the information in this pack, you have any questions or would like any further information, please contact volunteers@myharbour.org.uk

If you would like to become a volunteer, please complete our application form. If you would like some support in completing the form, please do not hesitate to contact us.

You should tell us about previous work or voluntary experiences, why you wish to be a volunteer for Harbour and the skills that you can bring.

You will need to provide us with the names and email addresses of two referees and you will be required to apply for an 'Enhanced Disclosure' from the Disclosure and Barring Service. This is the normal procedure with all applications. A criminal record would not automatically prevent you from being able to volunteer but we would need to discuss this with you to make a decision.

If your application is successful, you will be invited for an informal interview with the Recovery Service Team Manager to discuss both your application and experiences in more detail.

If your application is unsuccessful you will be informed as to why you have not been selected and possible alternatives.

Please note that there are different types of volunteering roles available and the specification and duties for each do vary. Please be specific in the type of work you are interested in and in which area.

Commitment from volunteers

Harbour hope that volunteers are able to commit to a minimum of 4 hours per week from its volunteers. We would hope that you would be able to commit to volunteering for us for a minimum of 6 months.

Training

If you become a volunteer with Harbour you will be required to undertake induction training sessions. This will provide you with the information you may need to continue our work. Please note that although you may have completed your training, this does not confirm your place as a volunteer for us. Feedback from the training sessions will be taken into consideration before an offer of a volunteer position is made.

Volunteers are also able to access Core Training offered to Harbour staff members. Volunteers should discuss this with their day to day line manager or the Recovery Service Team Manager.

Support

Support will be provided on an ongoing basis. When taking up your role you will be introduced to your immediate point of contact, usually the team leader of the hub you are going to volunteer in, who will offer one to one support on a six weekly basis. This is an opportunity for you to ask questions, request feedback about your role, identify any training needs and develop a good working relationship.

You will also meet quarterly with the Recovery Service Team Manager either on a one to one basis or in a group session with other volunteers. This will be to discuss any issues and to confirm any upcoming training proposed by the day to day manager.

Insurance

All of our volunteers are covered under our employer's liability insurance scheme. If you are using your own car when volunteering, you must have appropriate insurance cover (business), some companies may charge for this change in policy. You will need to provide a copy of your insurance certificate.

Expenses

We will pay expenses for car travel on Harbour's behalf at a rate of 45 pence per mile or public transport costs on production of a receipt. Volunteers may also claim up to £5 for lunch if they work a shift longer than 5 hours.

References for Volunteers

We are happy to respond to requests for references in relation to any voluntary work carried out within our organisation.

VOLUNTEER ROLES

We are seeking to recruit volunteers to work across Hartlepool, Stockton, County Durham, Darlington, Redcar, Northumberland, and North Tyneside.

Our available roles include:

- Volunteer Support Worker
- Volunteer Children and Young Peoples Worker
- Volunteer Donations Coordinator
- Volunteer Peer Mentor
- Volunteer Translator

In addition to the personal profiles below, qualities that would be sought for all volunteers include:

- An interest in the issues surrounding domestic abuse
- Non-judgmental attitude
- Clarity on issues of confidentiality
- Ability to communicate at all levels
- Ability to work on own initiative
- Ability and desire to work as part of a team
- Flexible approach
- Excellent people skills

All roles are:

ACCOUNTABLE TO: Team Leader – who will provide supervision, on-going support and training

HOURS: A minimum of four hours per week

DUTIES AND RESPONSIBILITIES: These are dependent on the volunteer role selected.

1. Volunteer Support Worker (Refuge and Outreach Services)

The Refuge Service provides high-quality client-led support service to women and their children, enabling them to determine their own future.

The Outreach Service offers community based support to women and men who have or are currently experiencing domestic abuse.

Duties may include

- Befriending/emotional support
- Facilitate group work or coffee mornings
- Help residents when they move onto their own properties.
- Assist to get a flat ready for a new resident.
- Supporting families to attend appointments
- Familiarise women with the local area
- Assisting to admit new women/families into the refuge
- Attending meetings or court with a client
- Sorting and coordinating donations
- Attending events to promote Harbour
- Food collection and distribution

Activities will be based at a refuge and within the local community and may consist of assisting individually or in conjunction with other staff. As the role will not necessarily be office based and use of a car may be advantageous.

Personal Profile

This role requires someone who has empathy and compassion, but is confident about challenging assumptions. This should include the ability to challenge patterns of behavior but yet encouraging empowerment and choices. Volunteers should have a positive, enabling attitude towards people with support needs and be willing to work alongside others to achieve shared goals.

2. Children and Young People's Support Volunteer

The Children and Young People's Service provide high quality, client led, trauma informed support to children and young people affected by domestic abuse. The support provided aims to:

- Address issues resulting from experiences of domestic abuse.
- Empower children and young people to aspire to a positive future.
- Contribute to the prevention of future abuse by promoting healthy attitudes to relationships.

Duties may include:

- Supporting families and children in refuge, providing fun and stimulating activities to promote increased social and emotional wellbeing as well as enhancing the mother, child relationship.
- Researching activities in the local community.
- Co-facilitating Children and Young People's groups and supporting with school interventions.
- Providing families with new opportunities.

- Support integrating families into the local community.

Work will normally be based at a refuge and may consist of working individually or in conjunction with others.

Personal Profile

This role requires someone who has experience of supporting children either professionally or personally, is patient, tolerant and enjoys working with children. The ideal person should be creative and imaginative and have good listening, speaking, explaining and writing skills, as well as being enthusiastic.

Level 3 CYP qualification is desirable but not essential

3. Volunteer Donations Coordinator

The volunteer Donations Coordinator will be based at head office (Hartlepool), which is a non-client environment, dealing with highly sensitive and confidential information. It is a central point for incoming and outgoing of donation, food parcels and marketing materials.

Duties may include

- organising incoming and outgoing donations
- sending letters of thanks to donors
- keeping records of what has been donated
- collecting donations
- visiting various refuges across the North East collecting and dropping off donations and marketing materials

The volunteer will liaise with Harbour's Administration Officer regarding distribution of goods.

Personal Profile

This role requires an enthusiastic and energetic person with the ability to communicate well with both staff and donors. Good organisational skills and record keeping skills are required for this position.

Driving is essential for this role therefore an applicant must hold a full driving license.

4. Volunteer Peer Mentor

The Recovery Service provides extended support to women who have experienced domestic abuse, providing interventions to equip and empower women to move forward in their lives and live free from abuse.

Peer Mentoring provides an opportunity for women who have experienced domestic abuse, some who may be former service users, to support others with shared experiences.

Duties may include:

- Offering one to one emotional support via telephone
- Co-facilitating/taking the lead at a Survivor Group
- Planning activities for Survivor Groups
- Sign posting clients to appropriate support
- Familiarise women with the local area
- Attending meetings or court with a client
- Monitoring and contributing within the 'virtual support group'

Activities will be based at a refuge, Harbour offices and within the local community and may consist of assisting individually or in conjunction with other staff.

Personal Profile

This role requires someone who has empathy and compassion, but is confident about challenging assumptions. This should include the ability to challenge patterns of behavior but yet encouraging empowerment and choices. Volunteer Peer Mentors should have a positive, enabling attitude towards people with support needs and be willing to work alongside others to achieve shared goals.

5. Volunteer Translator

Harbour often supports women whose primary language is not English. The Volunteer Translator would work in conjunction with our staff to minimise barriers to support.

Duties may include:

- translation support during one to one sessions
- supporting a worker when making preparations for meetings
- supporting families to attend appointments
- familiarising women with the local area
- assisting to admit new women/families into the refuge
- attending meetings, and support within a group session
- translating documents into another language

Activities will be based at a refuge, Harbour offices and within the local community and may consist of assisting individually or in conjunction with other staff.

Personal Profile

This role requires an enthusiastic and energetic person with the ability to communicate well with both staff and clients in order to minimise barriers to access support. The volunteer must be fluent in both another language, which may be British Sign Language, and English and be able to translate. Ideally, they would have a translation or interpreting qualification and have translation experience.