



FIRST LIGHT

www.firstlight.org.uk

Helpline Volunteer Role Description

Organisation Overview	First Light: Our vision is a world where everyone lives in safety, free from violence and abuse.
Volunteer Role Overview	The First Light helpline is a single point of contact for anyone experiencing or who is still affected by domestic abuse and sexual violence aged 13 and above. First Light offers free and confidential advice (explained fully at first contact) information, support and signposting. To fully understand the risks and enable access to safe and protective measures experienced staff will complete risk assessments. Risk levels are identified using a specialist questionnaire and used to complete individualised safety and support plans. Referrals may be made to appropriate services for all victims and survivors of domestic violence and abuse living in Cornwall. We work with women and men, people in lesbian / gay / heterosexual relationships, with gypsies and travellers, people who are in fear of being forced into marriages and people who fall victim of honour based violence.
Role Title	Helpline Volunteer
Location of position	Threemilestone, Truro
Responsible to	Volunteer Co-ordinator
Purpose/summary of role	<p>As a Helpline Volunteer you will be assisting First Light in answering incoming calls from self-referrals, existing clients and professionals. You will also be contacting referrals received by the Police via phone, text and letter.</p> <p>You will be offering emotional support and advising on our confidentiality policy.</p> <p>You will be able to offer to complete a DASH risk assessment with all clients where possible.</p> <p>You will provide comprehensive safety planning with all clients. On completion of a DASH risk assessment you will appropriately refer, advise and signpost clients.</p> <p>You are required to record all information on Halo (database) without fail.</p>

First Light is the trading name of First Light Southwest Ltd.

First Light Southwest Ltd is a registered charity (Company Number: 3440794, Charity Number: 1090457).

Registered address: Metropolitan House, The Millfields, Plymouth, Devon, PL1 3JB.

<p>Description of tasks</p>	<p>You will answer incoming Helpline phone calls to self-referrals, professionals and the general public who wish to discuss domestic abuse and sexual violence.</p> <p>You will ensure that you have fully explored confidentiality.</p> <p>You will listen to the client or professional and gain an understanding of the current situation. The information learnt will determine how best to proceed with the call.</p> <p>You will offer to complete a specialised (DASH) risk assessment for all clients to identify their current risks and depending on their risks the best referral of support.</p> <p>You will need to provide advice on the MARAC IDVA and SDVC processes if the client requires such support.</p> <p>You will refer or signpost/advise clients on to other agencies/services for the appropriate support.</p> <p>All information and risk assessments must be inputted onto Halo and ensure all actions such as referrals onto IDVAs or other agencies are completed and recorded.</p>
<p>Time Commitment</p>	<p>Minimum of five hours a week plus monthly group support.</p>
<p>Skills and Qualifications</p>	<p>Excellent telephone manner and people skills.</p> <p>Fully computer literate and comfortable with the main Microsoft tools, databases and emails.</p> <p>Confident to work independently and work within a group.</p> <p>Good communication skills.</p> <p>Using your own initiative to seek advice and support from the team to provide the best service to the client you are speaking with.</p>
<p>Training and Support</p>	<p>Induction to First Light.</p> <p>You are required to attend in full the Domestic Abuse and Sexual Violence training programme facilitated primarily by the Volunteer Coordinator. This comprises a total of seven days over seven weeks and all days must be attended.</p> <p>You will have access to daily support, advice and guidance from the Volunteer Co-ordinator and all staff.</p> <p>Relevant and ongoing training will be offered to all volunteers.</p>

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Reimbursement of expenses	<p>Reasonable out of pocket expenses will be reimbursed as agreed with the Volunteer Co-ordinator:</p> <ul style="list-style-type: none"> • Mileage costs 40p per mile within a 12-mile radius of the office at Threemilestone • Public transport • Reimbursement of any additional travel and subsistence expenses you incur should you need to travel to an agreed location other than your normal place of volunteering.
Benefits to the volunteer	<p>The opportunity for personal development and to develop new and existing skills and gain experience volunteering within this area Domestic Abuse/sexual Violence/ Victim Support.</p> <p>The opportunity to contribute to the development of a much needed service for all victims and survivors of domestic abuse.</p> <p>The opportunity to be part of a valued team and the satisfaction of knowing you are making a vital difference.</p>
Application Procedure	<ul style="list-style-type: none"> • Selection day • Application form • Informal Interview • 2 References • DBS (enhanced) • 3 months induction Period
Contact Information	<p><i>Kate Slatcher</i> Volunteer Co-ordinator <i>First Light</i></p> <p><i>Helford House</i> <i>May Court</i> <i>Truro Business Park</i> <i>Threemilestone</i> <i>Truro</i> <i>TR4 9LD</i></p> <p><i>T: 07775 424221</i> <i>Helpline: 0300 777 4 777</i></p> <p><i>e: kate.slatcher@firstlight.org.uk</i> <i>https://www.firstlight.org.uk/about-us/</i></p>

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