

# ROLE DESCRIPTION



**Preventing and  
Responding to  
Domestic and  
Sexual Abuse**

<b>Role Title:</b>	Volunteer
<b>Organisational level:</b>	Volunteer
<b>Managerially &amp; professionally accountable to:</b>	Service Coordinator
<b>Hours :</b>	To be agreed with Service Coordinator
<b>Base:</b>	YD bases and potential outreach throughout funded area.

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## Role Description for Volunteers

1. All Volunteers will have demonstrated the potential to develop the necessary skills to carry out their role but are required to commit to continued professional development and complete a 6 month probationary period before a volunteering role at YD can be confirmed.
2. All those undertaking volunteering at YD that involves contact with clients must complete the in-house volunteer training. All volunteers are additionally expected to attend the mandatory training required by their role.
3. All volunteers are expected to comply with YD policies, procedures and guidelines and uphold the values of YD at all times. If undertaking a counselling role they are additionally required to familiarise themselves with and adhere to the Ethical Framework of the BACP of which Yellow Door is an organisational member.
4. Volunteers must have the commitment and ability to work within the ethos of the service and as part of the volunteer team. For example this requires them to have an awareness of their own and other's physical and emotional needs, the ability to share information, skills and experience and the ability to support colleagues as well as clients.
5. Decisions about readiness to carry out volunteer tasks and expectations of time commitment will be made with the volunteers' service manager.
6. Volunteers are required to complete all administrative tasks necessary to their role e.g. fill in call-sheets; ensure messages are passed on, complete monthly statistical information sheets etc.
7. All volunteer counsellors seeing individual face to face clients are to have completed a Level 3 qualification in Counselling Skills or be 1 year into a recognised Counselling Diploma (not a distance learning course) or have reached equivalent level of relevant training. If seeing clients,

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the expectation from YD is that volunteers will commit to offering regular sessions and that any breaks for annual leave will be agreed in advance by the Service Manager and communicated to the client within an ethical time frame. Cancelling sessions at short notice is to be avoided unless there is an emergency situation.

8. Volunteers who have contact with a client will attend, participate in and prepare for clinical supervision meetings provide by the service according to the role and will inform the service in advance if unable to attend. If the volunteer is unable to attend their supervision group it is their own responsibility to ensure they make up the supervision time missed by attending an alternative group when at all possible.
9. All clinical concerns, for example related to Safeguarding or Risk issues should be discussed with a member of the Safeguarding Action Team as per YD policy. Non Clinical matters should be discussed with Volunteers Service Manager.
10. Volunteers who are also ex-service users must declare this on application to volunteer - this will then be considered on a case by case basis by a member of the SMT as to the readiness and suitability; depending on the volunteer role whether we can accept an application at that time.

*This role description is subject to annual review, and should not be construed as a contract of employment.*

*Reviewed July 2017.*