## Online Wellbeing Café Volunteer Role Description

Cardiff Women’s Aid is the lead agency locally in delivering an end-to-end, crisis to recovery, change that lasts service to women who are survivors of domestic abuse and violence. Volunteers play a crucial role in the support we provide to these women and to the wider community, helping us to break down barriers and stigma and facilitating activities that build confidence, skills and awareness.

CWA Online Wellbeing Café is a virtual drop-in space for women to come to discuss/be clearly signposted to help on a range of topics related to general wellbeing from a team of trained and friendly volunteers. We recognise that sometimes, all it takes for a woman to gain strength and feel a little bit better is to know she can turn to and talk about something with someone in a friendly informal setting.

## The role

* One hour-long shift per week (opportunity to do more if desired) with shifts generally from 1-3pm on Mondays, 8-10pm on Wednesdays and 3-5pm on Fridays, though we have some flexibility around timings.
* The role involves:
  + Providing empathetic listening, taking disclosures of trauma, and signposting to the correct services/support network (This post is **not** an advisory role and volunteers will not be expected to provide advice or support to women in crisis. In all cases where additional support is required, the client will be referred on to CWA’s specialist team).
  + Any administration associated with preparing for the virtual drop-in sessions and recording feedback from attendees in a confidential and consistent manner.
  + Making attendees aware of further support groups, resources, services and support networks (both internal and external to CWA) relating to their needs.
* It is an opportunity to deepen your knowledge of domestic abuse and violence against women, gain meaningful experience of working within a charitable organization, and develop listening and administration skills.
* Out-of-pocket expenses are provided.

## The person

The ideal post-holder will:

* Be passionate about empowering women from a variety of backgrounds;
* Be an empathetic individual able to handle sensitive information with discretion;
* Have an excellent customer-facing manner and high-level communication skills;
* Be able to tactfully handle difficult situations;
* Be tech-savvy and comfortable using online tools to signpost and support attendees;
* This position is open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.

General training will be provided on our services, domestic abuse awareness and responding sensitively to disclosures. Feedback and support will also be provided.

For more information, please contact our Volunteering Coordinator on [volunteers@cardiffwomensaid.org.uk](mailto:volunteers@cardiffwomensaid.org.uk).