



VOLUNTEER 'CRAFT CAFÉ ASSISTANT' Role Description

Who are we?

Cardiff Women's Aid (CWA) is the lead agency in Cardiff delivering an end-to-end, crisis to recovery service, which supports change that lasts, for women who are survivors of domestic abuse and violence. Volunteers are crucial to the support we provide to women and the wider community, so thank you for your interest.

What is a Craft Café Assistant?

Craft Café is a drop-in space for women to meet in a relaxed environment and have a go at something crafty over a cup of tea. We'd love your help if you're creative and love crafting. You do not need to be an expert, just someone who enjoys making things and would feel confident sharing your knowledge with others. We're open to ideas, so if you know a bit about a few crafts or have one speciality, that's ok! Just bear in mind that any crafts need to be carried out in a café setting; activities like crochet, watercolours, calligraphy, knitting, cross-stitch have all worked well.

What's involved:

- Planning and preparing for sessions; coming up with ideas for crafts and gathering the required materials (expenses are reimbursed);
- Help with preparing the room (setting up teas and biscuits), and tidying up;
- Demonstrating arts and crafts for the women, and supporting them with their own crafting projects;
- Being supportive and encouraging;
- Being a good listener and signposting the women to support when needed;
- Dealing sensitively with disclosures of trauma. 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 woman should be referred to CWA staff/services for advice and guidance.



- Recognising and reporting safeguarding issues to CWA staff; training will be provided.

What's in it for you:

You will be joining a friendly and supportive team, and contributing to the valuable work of CWA in supporting women who have experienced domestic abuse. Cardiff Women's Aid is working hard to develop additional recognition and support opportunities for volunteers in 2024, so now is a great time to get involved!

- **Support** - you will have a designated mentor to support you during your time volunteering with CWA; you will be given a CWA email address and access to the volunteer drive which is full of useful resources.
- **Development** - we offer relevant training to all our volunteers; we hope you will gain lots of knowledge, experience and transferable skills that you will find useful outside of your volunteering role. Many volunteers enjoy getting to meet new people, challenge themselves, and give back to their community.

In this role, you may also build your confidence, improve your crafting skills, demonstrate leadership and problem solving abilities, improve listening and conversational skills, and setting and maintaining boundaries.

- **Recognition** - you will be enrolled into our recognition program, which includes certificates to appreciate the time you have contributed. We hope to introduce newsletter, peer groups and an annual awards ceremony later in the year.

Who is the role suitable for:

- Someone who is competent at an art/craft or variety of arts/crafts;
- Someone who feels confident in group settings, taking a lead and doing demonstrations;
- Someone who likes meeting new people and building meaningful relationships;
- Someone who is kind, patient, open-minded and a good communicator;
- Sometimes you may hear things which are upsetting or deeply personal; you must respect the confidentiality of the women attending the group, and be able to speak to your mentor if you are affected by anything you've heard;



- Any person volunteering at Cardiff Women's Aid needs to share our values; you believe in supporting and empowering women and promoting equality;
- This role is open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1. This role will also be subject to an enhanced DBS check.

Extra information

Location: Cardiff Women's Aid Women's Centre, 50 Meteor street, Cardiff CF24 0HE

Time commitment: Thursdays between 12:45 pm and 2:45 pm (café runs between 1:00 pm and 2:30 pm with additional time to set-up and pack-down).

These are drop-in sessions so it does not matter if you cannot attend every week.

Training

All volunteers will receive a CWA induction including:

- Introduction to Cardiff Women's Aid
- Domestic Abuse and Sexual Violence Awareness
- Safeguarding Children & Adults at Risk
- Professional Boundaries & Confidentiality
- Health & Safety

Additional training opportunities will be discussed on a case-by-case basis.

Support

As an assistant, a member of CWA staff will be with you during these sessions.

As a CWA volunteer, you will be offered mentoring by a member of CWA staff. Your mentor will check-in with you regularly to see how you are getting on. They will also invite you to participate in monthly 1:1 or group mentorship meetings at a time which suits you. Mentorship meetings are a forum for you to receive extra support, discuss any concerns and training needs and to develop within your volunteering role.



Expenses

All volunteers will be paid actually incurred out-of-pocket expenses; this includes travel expenses within Cardiff in line with our Volunteering Policy.

Interested?

To apply for this role, please complete an application form and Equal Opportunities Monitoring form and send this to hr@cardiffwomensaid.org.uk. You can download the form [here](#).

If you have any questions, or would like an informal chat about this role, please contact our Volunteer Coordinator at volunteers@cardiffwomensaid.org.uk.