



# VOLUNTEER 'SAFE SPACES 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 Safe Spaces Assistant?

Safe Spaces is an informal coffee morning where women can meet and connect over a hot drink. It is a safe space for women to come and find out a little bit more about what Cardiff Women's Aid do and make new friends. We're looking for friendly and welcoming volunteers who are happy chatting with women from all walks of life and are great at starting conversations with new people and listening to others.

## What's involved:

- Help with preparing the room (setting up tea and biscuits), and tidying up;
- Being a friendly face; welcoming and chatting to women and ensuring all attendees feel included and at ease;
- Providing empathetic and non-judgemental listening;
- 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;
- Making attendees aware of further support groups, resources and services relating to their needs when needed (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 assist 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 listening and conversational skills, demonstrate how you can support others, deal with difficult or sensitive situations, and set and maintain 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 likes meeting new people, listening to their stories, and building meaningful relationships;
- Someone who is compassionate, patient, and a good communicator;
- Someone who is confident in asking for help when needed;
- Someone who is inclusive, open-minded, and able to speak to a range of people from different backgrounds;
- Someone who respects the concept of a 'safe space' and maintains the confidentiality of the women attending the session;
- Sometimes who can deal tactfully with difficult situations and stays calm when taking disclosures of trauma or abuse; someone who feels confident in reporting any safeguarding concerns (training will be provided);



- Someone who recognises if they are negatively affected by their volunteering experience and able to speak to their mentor about their concerns;
- 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:** Tuesdays between 9:45 am and 11:45 am (café runs between 10:00 am and 11:30 am 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 inline 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](mailto: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](mailto:volunteers@cardiffwomensaid.org.uk).