



VOLUNTEER

‘WOMEN’S CENTRE RECEPTIONIST’

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 Women’s Centre Receptionist?

Cardiff Women’s Centre is our aftercare and recovery hub. Whether an individual has just begun her healing journey or is a long-term survivor, Cardiff Women’s Centre provides a range of support, including informal wellbeing groups and skill-building activities, courses focused on learning about and healing from abuse, counselling and more. We’d love to have friendly and organised people to head up our reception, welcoming and signposting the women and young people who access our services.

What’s involved:

- Being a friendly face and welcoming people to the centre; a range of people visit our centre, including children and young people so you’d need to be comfortable talking to lots of different types of people;
- Providing general information to visitors about our services, or signposting to other areas of the service if needed (training will be provided);
- Making teas and coffees for visitors;
- General admin; taking deliveries, light tidying of the reception/library area;
- Supporting with receiving and handing out donations.



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 organisational skills, demonstrate leadership and problem solving abilities, learn more about Cardiff Women's Aid's work and related support services across Cardiff.

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

Who is the role suitable for:

- Someone who likes meeting new people, getting stuck in, and has a 'can-do' attitude;
- Someone who is able to use their initiative, anticipate problems and ask for help when needed;
- Someone who would like to learn about the work Cardiff Women's Aid does;
- Someone who is conscious of helping to maintain the safety and security of the Women's Centre (training will be provided);
- 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: Flexible shifts available - we'd suggest shifts last around 3 - 4 hours. The Women's Centre is open Monday - Friday, 9 am - 7 pm.

The busiest periods, when reception needs the most support, tend to be Monday - Wednesday afternoons and Thursday/Friday mornings. This is subject to change. We're happy to discuss shift patterns with you on a case-by-case basis.

Training

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

You will be based in our Women's Centre. There may be times where you are on reception alone, however, there will always be CWA staff onsite to support you.

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 both. 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 these to hr@cardiffwomensaid.org.uk. You can download these forms on our [website](#).

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