

Women's Community Matters

Volunteer Roles – What Suits You?

Volunteers are an integral part of our service and without them we would not be able to function. Volunteers are chosen for their warm and caring nature, their ability to contribute to the feeling of warmth and safety we strive always to maintain, and most importantly, because they are each a Beautiful Woman. There are a variety of opportunities here at WCM for volunteers to get involved in. The list below outlines what volunteers do here at WCM to help you think about what you might want to offer:

1. Reception & Admin Volunteer

Our reception area welcomes every woman into the Centre and requires polite, friendly and warm volunteers to greet women on arrival. The reception area is staffed from 9 – 4 from Monday – Friday. The role involves answering phone calls, welcoming ladies to the Centre, making appointments, answering the door and completing a number of admin tasks.

2. Drop-in Volunteer

Our drop-in sessions are every Monday, Wednesday and Friday from 10am – 12pm. They are our busiest times and we welcome up to 40 women per-session. It's an opportunity for women to come and have a look round, register to attend as well as book further appointments if required. There are also a number of activities during the sessions including Crafting with Kay, Hand Massages and Manicures, Chinwaggers and Thought for a Day.

We require a team of 5 volunteers to support each session from 9.30am – 12.30pm. This includes chatting to women and ensuring they feel safe, offering tours of the Centre, registering new women, supporting women to book appointments, managing the tea and coffee stations, refilling flasks, washing up and making drinks for women visiting the centre.

3. Clothes bank Volunteer

Our clothes bank is reliant on donations and provides women's, men's and children's clothes free of charge to all women who register. We also provide a limited amount of crockery, cutlery, kitchen items, bedding, curtains and baby items such as prams and walkers.

We require the clothes bank volunteers to work from 9.30 – 12.30pm during drop-in sessions as well as organise clothes during quieter times. The role includes sorting and organising clothes, washing, ironing, welcoming women to the clothes bank, signing items in and out and promoting the service.

4. Fundraising & Communications Volunteer

The role is flexible but would ideally involve a day a week. The role involves developing and organising events, contacting a variety of organisations, developing new ideas, working with a small team, managing costs and so on.

5. Support Volunteer

All women who attend the Centre register on arrival and can then attend drop-in sessions and activities. If they require further support or booked courses they are offered a Gateway Appointment. This appointment is usually completed by a Support Volunteer who completes a full assessment of their needs within the 1-hour session. Support Volunteers also offer on-going low-level emotional and practical support to clients over 6-sessions before review. Another key role of our Support Volunteers is working within groups such as Beautiful Women, Beautiful Me and Vision. They work alongside our staff team to support women within group settings and offer emotional support.

Training and Development

Women's Community Matters are committed to the development of our volunteer team and provide a core training package for all volunteers. The training includes:

- 1) General Induction
- 2) Clothes Bank Induction
- 3) Drop-in Induction
- 4) Reception Induction
- 5) Safeguarding and Record Keeping
- 6) Boundaries and Confidentiality
- 7) Equality and Diversity
- 8) Listening Skills
- 9) Signposting and Referring

Support Volunteers are offered advanced training including:

- 1) Supporting Women (1 ½ days)
- 2) Domestic Abuse Training

All volunteers are also required to attend regular supervision and volunteer meetings. Support Volunteers are also offered Group Supervision every 6-weeks.

The Recruitment Process

- 1) Complete and return registration form
- 2) Optional visit to the Centre during drop-in to learn more about what we do
- 3) Invited to interview via letter
- 4) Following the interview you will receive a phone call to explain what happens next
- 5) If successful, volunteers will be invited to attend a Group Induction followed by a number of training sessions. A DBS check will be completed at this stage.
- 6) There will then be a trial period where you can shadow volunteers and staff while we await your DBS.
- 7) Once DBS has been returned you are ready to start regular shifts!