



VOLUNTEER ROLES

Branch Leads: Organising monthly Branch meetings; ensuring venue is available, facilitating meeting, ensuring sufficient volunteers attend to assist in completing meeting register and Service User Packs.

Branch Facilitators Attend monthly support meetings and help the Branch Lead facilitate the meeting.

Legal Papers Assistants: Supporting Service Users with completion of C100, C1A, C2 (as appropriate), within meetings or at other times. **NON ADVISORY ROLE**

Legal Aid Assistants: Writing legal aid (LASPO) evidencing letters, para 12/17, and associated communications with solicitors.

Buddies, Level 1: A role within the Buddy Scheme. Emotional support. Meeting, greeting & empathising with service users at meetings. Engaging with service user exchanges on the Buddy Facebook Group page: listening, empathising. May include joining online Teams video meetings with service users. Buddies MUST not offer legal advice.

Buddies, Level 2: - A role within the Buddy Scheme. As Buddies, plus personal one-on-one support to an individual service user who is deemed to require particular attention. Support between meetings, not just at meetings. The Buddy-email system will be used for exchanges between the supported service user and the Level 2 Buddy, to ensure auditability. Dedicated Buddies will be provided with a charity mobile. Depending upon the Dedicated Buddy's experience and confidence, they may accompany the service user at relevant child-related meetings (with social workers, etc) subject to National Manager approval. Must NOT offer legal advice.

Fundraisers: Arranging and/or participating in fundraising schemes and events. Promotion of the Charity's services via flyers, newspapers, Facebook etc.

Technical Support: IT assistance with web site, Teams, and other IT hardware & software.

Helpline Operatives: Answering incoming Helpline calls on CircleLoop; referring registered service users to appropriate support person; for new service users, taking limited details (pages 1 and 2 of the SUP only) and referring to an Outbound Caller for further addressing of the SUP and way forward.

Helpline Coordinator: The helpline coordinator will ensure that the helpline is staffed at all advertised times, that agreed rotas are in place, and 'on duty' outbound callers are known. The helpline coordinator shall ensure that the helpline staff are trained in their roles and are available according to rota.

Last update 1/9/20 (Rick Bradford)



Outbound Call Operatives / SUP Facilitators: To make outbound calls in response to calls to the Helpline, or in response to referrals from professionals or other agencies, including facilitating full completion of the Service User Pack for new service users. Referring on to case progression (National Manager or Case Advisor).

Campaigns Coordinator: To lead campaigns as authorised by the management team.

Campaigners: To carry out specific activities as required and defined from time to time by the management team.

Communications and PR Support: To facilitate the production of publicity material, leaflets, flyers, web site and social media announcements. To provide assistance to the National Manager in communicating with the press, government and other agencies. To assist with the logistics of surveys. To liaise with IT support in respect of web site content and updates.

ROLES WHICH ARE NOT VOLUNTEER ROLES

The following roles fall within the management team and are not volunteer roles,

- National Manager
- Buddy Coordinator
- Volunteer Coordinator
- Administration/Finance Officer
- Funding Applications Coordinator
- Roles within the remit of the Board of Trustees

FUNCTIONS WHICH ARE NOT SPECIFIC ROLES

- **IDVA (Independent Domestic Violence Advisor).** This is a function which is required within the charity and may be fulfilled by any of the management team.
- **Domestic abuse services.** This is a function which is implicit in the duties under the volunteer and management roles, above.
- **Research.** This may be commissioned on an *ad hoc* basis but will otherwise be addressed by members of the management team.

REQUIRED TRAINING FOR VOLUNTEER ROLES

Training requirements will be addressed within the specifications for the individual roles. As a minimum, Induction training is required for the following roles if the candidate is being newly appointed (i.e., excluding those already in post and deemed qualified by experience in the role): Branch Leads, Branch Facilitators, Legal Papers Assistants, Legal Aid Assistants, Case Advisors, Buddies (Levels 1 and 2), Helpline Operatives and Outbound Callers / SUP facilitators.