

**Role Description**

**Volunteering Role:** Volunteer Women’s Support Worker

**When:** Weekdays

**Where:** Office based and within local communities in Luton and Central Bedfordshire \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**About us**

Stepping Stones is a registered charity dedicated to enabling women to transform their lives and reach their full potential. We empower and inspire women to make positive choices, creating a better future for themselves, their children, their families and the communities in which they live.

Our services meet the ‘specific needs of vulnerable women, in particular, women who are experiencing trauma; usually as a result of abuse, those with children with concurrent issues and those with mental health and other risk factors, such as substance misuse or offending behaviour.

We deliver a wide range of services including group programmes, one to one work, Parenting courses and advocacy. Alongside this, Stepping Stones has an Ofsted registered Childcare service to enable women to leave their children in a safe and happy environment whilst they receive support.

**The role**

As a volunteer Women’s Support Wokrker, you will add value to our work in a flexible way by supporting some or all of the following tasks:

* Providing support to clients on a one to one basis. For example, help to access benefits, register at a GPs, eat healthily and maintain a home.
* Supporting clients to access and engage with partner agencies by helping to arrange appointments, accompanying and advocating for clients as required.
* Supporting clients in a safe environment, providing a listening, non-judgemental ear on a one off or ongoing basis.
* Contributing to the organisation and running of peer support and other service users activities alongside other volunteers and paid staff members.
* Sharing your skills with us and working with the team to develop and rollout new services to inspire, engage and develop skills for our clients.

**What skills and qualities do I need?**

* An awareness of the challenges that women may face in realising their potential and a commitment to empowering women to overcome these challenges. We particularly welcome applications from women who have direct experiences of overcoming abuse and trauma, substance misuse, mental health or offending.
* A non-judgemental and empathic approach to working with others.
* A warm, patient approach, which is able to make clients safe and welcome; whilst maintaining appropriate professional boundaries.
* Commitment and reliability.
* Good written communication and team working skills.
* Emotional resilience and an ability to deal calmly with clients who may sometimes display challenging behaviour.

**What commitment do I need to make?**

* We would like you to be able to commit to volunteering for a minimum of six months, for at least three hours a week. This will be a time based around your availability which we will agree with you.
* You must be able to support some or all of the tasks above. You will mutually agree these with your volunteer supervisor.
* You must be able to attend our initial volunteer training and be able to commit to top up sessions once a quarter.

**What support will I receive?**

* A training and development plan which consists of:
  + A taster to the organisation and initial induction
  + Volunteer initial training
  + Access to wider training – including quarterly volunteer professional development events, as well as the potential to access wider training attended by Stepping Stones staff/volunteers
  + An individual personal development plan, aiming to support you to achieve your own aspirations
* Regular support from your volunteer supervisor.
* An ability to learn from and work with others in the team.
* Volunteer travel expenses and agreed expenses incurred as part of the role are reimbursed.

**How do I apply to help?**

Please contact [Kate.Rahman@steppingstonesluton.org.uk](mailto:Kate.Rahman@steppingstonesluton.org.uk) on 01582 457114 to arrange a time to informally drop in to chat about how we might work together. Alternatively, please complete the application form below and return it to Kate at the above email address or by post to:

Stepping Stones Luton

9A George Street West

Luton

LU1 2BJ

Please note, the role is subject to two satisfactory references and an enhanced DBS disclosure. Stepping Stones will fund the DBS check process.