

**Advice Service Volunteer Job Description and Person Specification**

- Location: Suite 204, First Floor, 750-760 High Road, Leytonstone, London, E11 3BB.
- Working Hours: Minimum of 1 day per week
- Time Commitment: Minimum of 6 months
- Reports to: Advice & Support Worker
- Start date:
- Expenses: Ashiana Network will reimburse travel cost (up to £10.00) and lunch expenses ( up to £3.50)

**Description:**

An Advice Volunteer (AV) is part of the Advice & Support Team that provides immediate advice and support to women on all issues relating to Domestic Violence, Forced Marriage, FGM and Honor based Violence, ensuring their safety and providing them with options. An AV has a diverse role and will receive internal training that will help develop the skills needed and knowledge to deliver an excellent level of service to clients.

As an Advice Service Volunteer, you would:

- Be the first point of contact for all service users, agencies, police and others needing Advice & Support Team’s assistance when they contact us.
- Need to be able to do a basic assessment, complete internal referral from, signpost and provide initial information – by phone, or email, or refer to more specialist advice where appropriate
- Provide On-going support when needed. This could be done by telephone, email or face to face meetings in the office or in the community.
- Be sympathetic to clients needs and sensitive to their cultural issues

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>	<b>Method assessment</b>
<b>Qualifications and Knowledge</b>	-An understanding of Ashiana Network as an organization and the services it delivers -Sensitivity to or awareness of the issues surrounding domestic, forced marriage and honor based violence  - Understanding of Equality and	Knowledge of areas of law relevant to this work, i.e. Housing, Welfare Benefits and Family law.	CV & I  I

	Diversity and Confidentiality		
<b>Experience</b>	-Supporting others in formal or informal environments	Experience of volunteering	CV & I
<b>Skills</b>	-Strong communication skills including good telephone manner -Familiarity with Microsoft Office packages and databases -Be open minded and non-judgmental -Ability to remain calm and think logically	Other languages Advice skills	CV & I
<b>Personal Attributes</b>	- Good reliability and time management skills -Ability to learn and develop through support, guidance and practical work experience -Ability to empathise -Commitment to equality and diversity -The ability to work as part of a team	Resilience in difficult situations	CV & I
<b>Additional Requirements</b>	-Commitment to take part in training for volunteers -Willingness to work within Ashiana's values, procedures and policies -Advice Volunteers must be aged 18+ years		
<b>Benefits to the Volunteer</b>	-The opportunity to be part of Advice & Support team -Training on Domestic Violence, Forced Marriage, Honor Based Violence, basic housing and welfare benefits system - Meaningful experience in advice work		

	<ul style="list-style-type: none"><li>- Team work</li><li>- Gaining first hand experience of DV, FM and HBV</li></ul>		
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To apply please attach your CV and a covering letter explaining why you wish to volunteer with Ashiana and email: [info@ashiana.org.uk](mailto:info@ashiana.org.uk)

The post is exempt from the Rehabilitation of Offenders Act. Posts will be subject to DBS check and open to **women** only. (Exempt under the Equality Act 2010 Schedule 9, Part 1). All applicants must aged 18 years or over.