



FIRST LIGHT

www.firstlight.org.uk

Admin Volunteer (helpline) Role Description

Organisation Name About us	<p>First Light: Our vision is a world where everyone lives in safety, free from violence and abuse.</p> <p>First Light is a charity supporting people that have been affected by domestic abuse and sexual violence in Cornwall, Devon and Wiltshire.</p> <p>We are independent of statutory agencies, including the Police, and every year we help over 5,000 women, men and children in South West England to lead safer lives, free from violence and abuse.</p> <p>We are committed to extending our services and developing our education and training initiatives. To help us do this, we are recruiting admin volunteers to support our work.</p> <p>firstlight.org.uk</p>
Organisation Overview	<p>The First Light helpline is a single point of contact for anyone experiencing or who is still affected by domestic abuse and sexual violence aged 13 and above. First Light offers free and confidential advice (explained fully at first contact) information, support and signposting. To fully understand the risks and enable access to safe and protective measures experienced helpline staff will complete risk assessments. Risk levels are identified using a specialist questionnaire and used to complete individualised safety and support plans. Referrals may be made to appropriate services for all victims and survivors of domestic violence and abuse living in Cornwall. We work with women and men, people in lesbian / gay / heterosexual relationships, with gypsies and travellers, people who are in fear of being forced into marriages and people who fall victim of honour based violence.</p>
Role Title	First Light Admin Volunteer (Helpline)
Location of position	Threemilestone, Truro
Responsible to	Volunteer Co-ordinator and Team Leader

First Light is the trading name of First Light Southwest Ltd.

First Light Southwest Ltd is a registered charity (Company Number: 3440794, Charity Number: 1090457).

Registered address: Metropolitan House, The Millfields, Plymouth, Devon, PL1 3JB.

Purpose/summary of role	<p>As a First Light Admin Volunteer you will be assisting First Light by answering incoming calls primarily from professionals and responding to messages left on the professional line.</p> <p>You will be data inputting referrals received by the Police via secure e mail</p> <p>You will be sending out texts and letters to service users who have been referred to the Helpline.</p> <p>You are required to record all information on Halo (database) without fail.</p>
Description of tasks	<p>You will answer incoming calls to professionals who wish to discuss domestic abuse and sexual violence.</p> <p>You will understand confidentiality, professional boundaries and GDPR.</p> <p>You will listen to the professional and gain an understanding of the current situation. The information obtained will determine how best to proceed with the call and ensure all the relevant information to be able to prioritise and refer for further assistance accordingly.</p> <p>You will advise how to make referrals to First Light where appropriate and be able to refer internally or signpost/advise clients on to other agencies/services for the appropriate support.</p> <p>All information must be inputted onto Halo and ensure all actions such as referrals internally or to other agencies are completed and recorded.</p>
Time Commitment	Minimum of 5 hours a week plus monthly group support.
Skills and Qualifications	<p>Excellent telephone manner and people skills.</p> <p>Fully computer literate and comfortable with the main Microsoft tools, databases and emails.</p> <p>Confident to work independently and work within a group.</p> <p>Good communication skills.</p> <p>Using your own initiative to seek advice and support from the team to provide the best service to the caller you are speaking with.</p>

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Training and Support	<p>Induction to First Light.</p> <p>You are required to attend in full the 2 day Domestic Abuse and Sexual Violence training programme facilitated primarily by the Volunteer Coordinator.</p> <p>You will have access to daily support, advice and guidance from the Volunteer Co-ordinator and all staff.</p> <p>Relevant and ongoing training will be offered to all volunteers.</p>
Reimbursement of expenses	<p>Reasonable out of pocket expenses will be reimbursed as agreed with the Volunteer Co-ordinator:</p> <ul style="list-style-type: none"> • Mileage costs 40 p per mile within a 12 mile radius of the office at Threemilestone • Public transport • Reimbursement of any additional travel and subsistence expenses you incur should you need to travel to an agreed location other than your normal place of volunteering.
Benefits to the volunteer	<p>The opportunity for personal development and to develop new and existing skills and gain experience volunteering within this area Domestic Abuse/sexual Violence/ Victim Support.</p> <p>The opportunity to contribute to the development of a much needed service for all victims and survivors of domestic abuse.</p> <p>The opportunity to be part of a valued team and the satisfaction of knowing you are making a vital difference.</p>
Application Procedure	<ul style="list-style-type: none"> • Selection day • Application form • Informal Interview • 2 References • DBS (enhanced) • 3 months induction Period

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Contact Information	<p><i>Kate Slatcher</i> Volunteer Co-ordinator <i>First Light</i></p> <p><i>Helford House</i> <i>May Court</i> <i>Truro Business Park</i> <i>Threemilestone</i> <i>Truro</i> <i>TR4 9LD</i></p> <p><i>T: 07775 424221</i> <i>Helpline: 0300 777 4 777</i></p> <p><i>e: kate.slatcher@firstlight.org.uk</i> <i>https://www.firstlight.org.uk/about-us/</i></p>
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