



Role Description & Skills Profile

Volunteer Telephone Advisor

Role Description:

- Making contact with clients, who have been referred into the service for support
- Giving help and support with issues clients face around domestic abuse
- Giving basic safety advice to clients via telephone
- Completing 'DASH' risk assessments to assess the level of need
- Referring clients to more specialist advice where needed
- Updating and maintaining database records
- Liaising with helpdesk staff and others

Skills, Personal Qualities and Experience. Volunteers will need to demonstrate:

- Excellent listening and communication skills
- Empathy
- A good telephone manner
- A good standard of literacy and numeracy
- Confidence and familiarity with keyboard and data entry skills, including searching the internet
- The ability to work confidently, using own initiative and knowing when to seek help and support
- Ability to pay attention to detail and maintain accurate case records
- Ability to be open minded and taking a non-judgmental approach towards clients
- Willingness to attend scheduled training days