



Volunteer with **LANCASHIRE WOMEN**

Our vision

Where all women and girls in Lancashire are valued and treated as equals.

Our mission

To empower women and girls to be able to transform their lives by bringing them together to find their voice, share experiences and understanding, develop their knowledge and skills, & challenge stereotypes and misconceptions about them

...so that they can have choices in becoming the individuals they want to be.

Accrington Hub Volunteer

About us

Lancashire Women are leading charity with the core vision of creating a Lancashire where all women are valued and treated as equals.

With over three decades of experience, Lancashire Women work from our female-only centres to provide safe, dedicated space for women across the county. We bring together a number of services under one roof- all designed to support women who at any one time may be dealing with a range of issues including: social isolation and exclusion, homelessness, poverty, mental ill-health, or offending behaviour.

Our services are available to **all** women, but in particular we work with those who find themselves in situations which can increase their vulnerability or place them at significant risk of harm - and who are often facing multiple and complex needs.

Our delivery draws upon three decades of practical experience in supporting women, and is an approach recognised nationally for its effectiveness and impact.



**Closing date:
Friday 20th August**

Our values

We believe our values need to be translated from the ideals we profess into tangible behaviours which can be operationalised and measured. This way, our teams know and understand how best we can achieve the outcomes and change for the women we work with.

Our commitment is to ensure everyone in LW knows and understand the part they have to play and how they can bring our values into their work.

Empower

We work to build on the strengths that all women & girls have, so that they can become more **confident**; especially in controlling their own life and claiming their rights.

Honest

We try to be real with all the women & girls we work with so they can have choices about their lives, knowing that they will need courage to make changes that will benefit them and those around them.

Creative

Creative in our approach to supporting women & girls and seeking solutions with them for the challenges.

Non-judgemental

We accept each woman exactly as they are and genuinely make no moral judgement about their situation.

Collaborative

We know we learn more and can achieve more when we work together.

We EMPOWER
We are CREATIVE
We COLLABORATE
We DON'T JUDGE

The role

What we expect from you

As a Hub volunteer you will be expected to be involved with all aspects connected to the daily operations of our Accrington Hub.

As the first point of contact for women requiring support, you will need to be friendly and confident in explaining and referring women into relevant services both internally and externally.

Key responsibilities

- Welcome women into the Hub and point them in the right direction, whether that be checking in for an appointment, making a referral, wanting to browse the charity shop, or just come in to have a brew in our safe space.
- Help with the general day-to-day running of the Hub, coordinating appointments and groups with staff and clients, together with dealing with any new enquiries either in person or over the telephone.

General responsibilities

Ability to work independently and as part of a team

Willingness to undertake a DBS check

Work within the policies and procedures of Lancashire Women and uphold this ethos at all times

Ensure confidentiality is maintained at all time in relation to electronic files, paperwork and verbal discussions

Undertake supervision and attend regular team events and training

Knowledge & skills

- General office administration skills are desirable
- Methodical and an eye for detail
- Basic proficiency in MS Office or similar and experience using databases
- Organisational and time management skills
- Communication and interpersonal skills

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general profile of the post.