



## Casework support volunteer role Advice Center

<b>Time commitment</b>	One day per week (Monday to Friday) from 9:30 am to 5:30 pm
<b>Minimum commitment</b>	6 months
<b>Link Worker</b>	Advice Center Coordinator
<b>Location</b>	LAWA's Offices in Hackney, London

### About LAWA

Latin American Women's Aid (LAWA) is a community-based organisation led by and for Latin American women and children in London, working to end violence against women and girls (VAWG) since 1987.

We provide a range of different supporting services: we manage the only refuge accommodations for Latin American women and children in the UK and Europe. Likewise, we run a VAWG Advice Centre to provide support and advocacy for women from the Global Majority<sup>1</sup>.

In addition to this, we offer crèche, English classes, counselling, a Change Maker empowerment programme, a housing policy project (WAHA) and children and young people's services.

Our mission is to work together with women and children from the Global Majority to end violence and achieve self-determination.

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<sup>1</sup> By Global Majority we refer to the population groups that have been widely referred to as "ethnic minorities". We recognise that people of African, Asian, indigenous or mixed origin are not a minority and that, in concrete reality, the experience of whiteness is not the norm for majorities on the planet. The use of this term is a political response to the social, political and economic marginalisation of groups that, from a colonial perspective, have been treated as "minorities".

## Volunteer role description

The Casework support volunteer works at the frontline of LAWA's work by assisting their Link Worker to provide advice, advocacy, and support. This is an exciting opportunity to assist in supporting LAWA Caseworkers to provide support to women during some of their most difficult moments.

Volunteers must be mindful that although this role facilitates face-to-face interactive work, it does not facilitate lone work and volunteers' performance and tasks are always supervised by their link worker.

This volunteer role is subject to an enhanced criminal record (DBS) check paid for by LAWA.

*Please note that this role does not apply to individuals who are involved in VAWG casework in other organisations.*

## Tasks and Responsibilities

Within the first month:

- To attend a one-day induction, which is mandatory to start volunteering.
- To attend a two-day training on Violence Against Women and Girls, due at the beginning of the placement.
- To carry out all assigned trainings at Atlas Citation.
- To attend Lamplight training, carried out by the LAWA Development Officer.

From the second month ahead:

- To assist the link worker with their cases. This usually entails holding sensitive information and conducting paperwork.
- To provide a welcoming service to women who reach the organisation, either by telephone or at the office.
- To assist the link worker with making calls.
- To maintain up-to-date records of service users' information in Lamplight.
- To assist the link worker with taking and making referrals internally or to external agencies.
- To assist staff and users with interpretation at appointments or meetings.
- To attend the mid-term supervision with the Volunteer Coordinator.

Standard practice:

- To work within the confines of confidentiality, ensure that professional boundaries are always maintained when working with service users, staff and external bodies, and work within LAWA's Code of Conduct.
- To ensure that the security of sensitive information is maintained.
- To work within and implement all LAWA's policies and procedures, especially those on Safeguarding, Confidentiality, Individual Support, User Involvement, and Health and Safety.

## Person specification

- Fluency in Spanish and/or Portuguese and English.
- Come from a Latin American or Global Majority background.
- Possess the ability to handle difficult situations and go through sensitive data.
- Have a non-judgemental attitude.
- Be able to empathise with people.
- Have good listening skills.
- Have a proactive attitude/ability to take her own initiative.
- Be committed to guaranteeing and defending women's rights.

## Benefits of volunteering at LAWA

- Gain experience and be involved in various aspects of third-sector service provision.
- Learn about gender, intersectionality, and women's issues, through day-to-day work and training opportunities.
- Develop bonds and integrate with fellow Latin American and other Global Majority women in the UK.
- Increase your professional experience and enhance your CV.
- Access to community events and social engagements, both organised by LAWA or enabled through LAWA's facilitation.
- Food and travel allowance (within a limited budget).

LAWA's volunteer programme is open **exclusively** to Latin American and other women from the Global Majority. We encourage applications from Black Latin American as well as LGBTQ+ women.