

---

## DESCRIPTION OF ROLE & VOLUNTEER AGREEMENT For Advice Line Volunteers

---

### DESCRIPTION OF ROLE

**Overall aim:** to support Rights of Women in its provision of an accountable, professional and accessible Advice Line service.

**Your role is to:**

- attend the induction training provided by Rights of Women
- provide cover for Rights of Women's Advice Line for 2 hours (minimum) a month
- give clear and accurate legal advice to caller of the Advice Line
- be non-judgemental and non-discriminatory with callers
- complete all part of the monitoring form in order to ensure an accountable service
- keep up to date with the law as it applies to matters raised by callers to the Advice Line
- attend Advice Line sessions agreed to and to always contact the Development Officer well in advance should you become unavailable for a session
- abide by Rights of Women's procedures, standards and policies, including equal opportunities and confidentiality in relation to staff, volunteers and users
- attend evaluation sessions as required.

**Qualities and Qualifications required for this role are:**

- a female solicitor or barrister
- good communication skills
- the ability to deliver advice clearly and calmly
- an empathetic, non-judgemental and non-discriminatory manner
- a working knowledge of family law
- commitment to equal opportunities
- commitment to the aims and objectives of Rights of Women
- ability to work unsupervised.

**Placement:** This placement requires a minimum commitment of 2 hours volunteering a month. Rights of Women operates a probationary system. The placement may be cancelled at any time at the discretion of either of the parties.

**Management:** this placement will be supervised by the Development Officer.

## **VOLUNTEER BENEFITS**

***Rights of Women commits to the following:***

### **Induction and Training**

Rights of Women will provide a thorough introduction to the work of Rights of Women, its procedures and relevant policies, its staff, your volunteering role and the training that you need to meet the responsibilities of this role.

### **Evaluation and Support**

Rights of Women will do our best to assist your volunteering role with us. You will be appointed a supervisor who will be responsible for the management and guidance of your placement and who will be available to you for ongoing consultation and assistance. This will include evaluation sessions.

### **Rights of Women Training and Events**

Rights of Women will give you priority notification of all organisational events, including our highly acclaimed conferences and CPD accredited courses. Funding permissible, free places will be secured for you.

### **Rights of Women Information**

You will receive complimentary copies of our newsletter, Annual Report and, funding permitting, our legal publications.

### **Expenses**

Subject to funding and provision of receipts, Rights of Women will repay the following expenses:

- travel to and from home to Rights of Women
- up to £5.00 subsistence for each session/meeting attended
- up to £15.00 dependent care for each session/meeting attended.

### **Insurance**

Rights of Women will provide adequate professional indemnity insurance cover for volunteer Advisors whilst undertaking voluntary work approved and authorised by us.

### **Equal Opportunities**

Rights of Women will ensure that all volunteers are dealt with in accordance with our Equal Opportunities Policy.

### **Grievances**

Rights of Women has a procedure designed for volunteers with a view to achieving resolution of any grievances connected with volunteering at Rights of Women.

### **Refreshments**

Rights of Women will provide you with coffee/tea and nice biscuits!

## VOLUNTEER AGREEMENT

*This agreement is intended to indicate the seriousness with which we treat our volunteers. We want to assure you both of our appreciation of your services and to indicate our commitment to do the very best we can to make your volunteer experience here a productive and rewarding one.*

### **The Organisation**

**We, Rights of Women, agree to accept the volunteering services of:**

\_\_\_\_\_ beginning \_\_\_\_\_

### **and we commit to the following:**

- to provide adequate information, training, and assistance for the volunteer to be able to meet the requirements and responsibilities of their placement
- to provide supervisory support to the volunteer
- to respect the skills, dignity and individual needs of the volunteer
- to be receptive to any comment from the volunteer regarding ways in which we might mutually better accomplish our respective tasks
- to value and recognise the volunteer as a significant resource in achieving the goals of the organisation.

### **The Volunteer**

***The Volunteer agrees to serve as a volunteer and commits to the following:***

- to fulfil my role as outlined in the attached description of role
- to perform my volunteering role to the best of my ability
- to follow the organisation's procedures, standards and policies, including record-keeping requirements, and health and safety, equal opportunities and confidentiality in relation to staff, volunteers and users
- to meet time and duty commitments, except in exceptional circumstances, or to provide adequate notice so that alternative arrangements can be made
- not to act in a way that will be in conflict with the aims and objectives of Rights of Women or in a way that may undermine the work of Rights of Women.

### **Agreed to:**

Signed..... (On behalf of R.O.W)

Signed..... (Volunteer)

Dated.....

*This agreement is binding in honour only, and is not intended to be a legally binding contract between us. Neither of us intends any employment relationship to be created either now or at any time in the future. This agreement may be cancelled at any time at the discretion of either of the parties.*