



Helpline Volunteer

WAL operates a telephone helpline for women experiencing domestic abuse. In 2024/25 we received over 650 calls for help, advice and support. Helpline is a core part of our service and a vital support to women experiencing domestic abuse and we are looking for volunteers to support our Helpline Officers deliver an excellent service to women in need.



Volunteer Qualities:

Do you want to support women experiencing domestic abuse?

Are you organised and calm under pressure?

Are you open minded and non-judgemental?

Are you open to learning new skills?

What you can expect from us:

The opportunity to be part of a supportive and friendly team.

Full induction and training covering the role.

Regular supervision.

The opportunity to experience other areas of the organisation.

What we expect from you:

We understand volunteering needs to fit around your life but for this role you need to commit to a minimum of 1 day per week.

You must be able to maintain confidentiality and uphold professional standards at all times.

Duties and Responsibilities

- To support the Helpline Officer respond to all emails, signposting clients as needed.
- To answer the phone at busy times supporting the Helpline Officer triage calls.
- To support the Helpline Officer with paperwork / walk-in referrals as needed.
- To support with any helpline data collection as needed.