

Volunteer Role Description

Title:	Christmas Volunteer
Work Location:	Chapter House
Working Hours:	Part-time (We would like volunteers to commit to at least 1 day a week between late November to the end of December).
Responsible to	Volunteer Co-Ordinator
Main purpose of the role:	
Next Chapter is a domestic abuse charity working across the areas of Tendring, Colchester, Maldon, Chelmsford, Braintree & Uttlesford. We provide free and confidential services to support people who are currently experiencing, or have previously experienced, domestic abuse. We are passionate about ensuring that every person has the opportunity to live their life free from domestic abuse. As a Christmas Volunteer, you will play a vital role in helping us manage the generous donations we receive during the festive season. Based at our head office, Chapter House, you will support the team by receiving, organising and recording donated items, helping to ensure that gifts and essential items reach those who need them most. This rewarding role provides practical support to our office team during the Christmas period.	
Role specific responsibilities:	
• Welcome donors and accept donations at the front door. • Accurately record, catalogue and organise donations using Excel and internal systems. • Sort and store donated items, including toys, clothing and toiletries. • Help wrap Christmas gifts for children living in our refuges. • Write personalised thank-you cards for donors. • Assist with the delivery of donations to our refuges and services across Colchester. • Represent Next Chapter professionally and uphold the charity's values at all times. • Maintain confidentiality and follow organisational policies and procedures.	
Skills and qualities needed to be a volunteer mentor	
• A passion for supporting people affected by domestic abuse. • Good communication and interpersonal skills. • Confidence speaking with people from a variety of backgrounds. • Enthusiasm and a positive attitude. • Ability to build relationships and engage others in supporting the charity. • Reliability and commitment to the role. • Flexible approach with basic IT skills.	
Next Chapter's commitment to you:	

Our Vision

Is a world where everyone can live safely, with dignity and respect, free from domestic abuse and sexual violence.

Our Mission

Is grounded in the voices of survivors and the strength of our communities, we empower individuals and families to rebuild their lives, free from harm, fear and injustice. Work collectively toward a safer, more equitable future for all. We advocate boldly for lasting change to end domestic abuse and sexual violence.

Our Values

- **Courageous** - We are brave and have strength for the people we support. We empower them to have a voice and where they are unable, we will speak the truth and advocate on their behalf. We will protect our women-only spaces and challenge violence against women and children in all its forms.
- **Trustworthy** - We will develop trusting relationships, providing an emotionally and physically safe environment for the people we support. We will be honest, respectful, and reliable. We will always do the right thing and do what we say we will.
- **Inclusive** - We are diverse, welcoming, approachable, and inclusive as employers, service providers and people. We promote unity, fairness, and respect; challenging ourselves to remove barriers and ensure equal access for those who might otherwise be excluded or marginalised.
- **Responsive** - The people we support are at the heart of all we do. We ensure the support we provide is flexible and tailored to the needs of individuals. We are collaborative, understanding, compassionate and sensitive.
- **Exceptional** - We are proud to be experts in our field, striving to always be the best we can be, to innovate, lead and to exceed expectations. We are committed to developing and skilling our staff to the highest standards and to being generous with our knowledge to increase awareness and understanding across our partner organisations.
- **Communication** - We value each other's knowledge and opinions and understand the benefits of positive and constructive communication. We listen and hear each other, adapting our style and language to the needs of the individual.
- **Teamwork** - We value and respect each other and celebrate our differences. We know that we are always stronger, happier and more effective when we work together. We strive to always support each other and learn from each other.

Equal Opportunities

Next Chapter is committed to creating an inclusive environment which celebrates difference and allows our staff, volunteers and service users to flourish.

Development and Progression

Next Chapter is committed to providing its volunteers with opportunities for personal and professional development.

As a volunteer you will be provided with online training including;

- Introduction to Domestic abuse
- Safeguarding children and adults
- Prevent
- Drugs and Alcohol
- LGBTQ+

Ongoing training and support will be given as required.

Safeguarding

Next Chapter are committed to ensuring the safeguarding and wellbeing of children and adults at risk, and all applicants will be required to demonstrate an understanding of and commitment to best safeguarding practice.

Reimbursement of expenses

- Mileage cost @ 55p per mile

Benefits to volunteer

Volunteers will have the opportunity to develop their skills, work as part of a team, and learn about the way a charitable organisation operates. As well as providing essential support to those who are experiencing or have experienced domestic abuse.

Your commitment to Next Chapter:**Next Chapter's Vision and Values**

Understand, demonstrate and promote a commitment to Next Chapter's vision and values.

Adults and Children at Risk

Demonstrate an understanding of and commitment to best safeguarding practice.

Boundaries and Behaviours

Observe professional integrity in relationships with service users, peers and other relevant professionals.

Health and Safety

Be responsible for your health and safety and that of colleagues and service users, co-operating with management and following established systems of work.

Equality, Diversity and Inclusion

Be committed to helping build an organisation that respects and values the diversity of all staff, volunteers and service users, making our services accessible and inclusive, regardless of an individual's protected characteristic.

Confidentiality

Treat all information acquired through the course of your volunteering as confidential and comply with all appropriate policies, systems and procedures.

Information Governance

Apply information governance processes to ensure all necessary safeguards are in place regarding personal information and its appropriate use about our service users, workforce and members of the public.

Continuous Professional and Personal Development

To gain experience within Next Chapter as a learning organisation, seeking learning opportunities either by attending training either externally or internally to improve and broaden your knowledge and skills. Attend regular supervision sessions.

Application process:

Application form

Interview

Right to work

References

Confidentiality Agreement / DBS Consent

DBS

Training

Induction

Trial period

Contact information

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