



ADMINISTRATOR VOLUNTEER

Role Description



Walney Extension
Community Fund



Westmorland & Furness
Council



Registered Charity No: 1109637 · Company Number: 5424196

AN INTRODUCTION TO BIRCHALL

The Birchall Trust supports people affected by rape, sexual violence, abuse and sexual exploitation across Cumbria and Lancashire.

We offer trauma informed advice, support, therapy, groups, and training services in a safe space to help people recover from trauma and lead fulfilling lives.

Our vision is to live in a society that is free from rape, sexual violence, and exploitation. Until this is achieved, we want to make sure that nobody has to suffer alone.

OUR CORE TRAUMA INFORMED VALUES

Our values align to the core trauma informed principles around:

Safety	We recognise the impact of shame, we create safe spaces and make people feel safe, by building trusted relationships.
Trusted	We avoid judgement and understand shaming and blaming language can damage people and harm relationships. We are emotionally aware. We avoid blame. We believe and do not judge.
Choice	We ensure that the people using our services have a voice and their choices are important, we understand that everyone's experience matters, and that recovery is an individual experience that will be different for everyone.
Collaboration	We work together to achieve the best possible outcome, we are person centred and see the person's strengths, building upon them. We are reflective and learn together.
Empowerment	We seek to make a difference, innovative and be the change you want to see. We make a difference, we are transparent, and take responsibility. We develop resilience enabling people to build on their strengths.

Role Title:	Administration Volunteer.
Hours/ Base:	Depending on the needs of the team, this role would suit someone who would like to volunteer for a minimum of 1 day a week. There will be times when attendance is required for a team meeting which may be in person or virtually.

ABOUT THE ROLE

Join us at Birchall as an Administrative volunteer to help us provide essential support to people affected by rape, sexual violence, abuse and sexual exploitation.

As an Administration Volunteer, you'll be a key part of our team, helping to keep our services running smoothly. Your support behind the scenes enables us to focus more time and resources on delivering life-changing support to those who need it most.

ABOUT YOU

We are looking for someone who brings genuine empathy for the people who use our services, understanding the courage it takes to reach out for support.

The ideal candidate will be highly organised, with strong attention to detail and solid project administration skills. They will be a proactive self-starter, capable of working independently and using their own initiative to drive tasks forward.

Trustworthiness and professionalism are essential, as are excellent interpersonal skills, including tact and discretion. The successful candidate will have experience in liaising with representatives from external organisations and will be confident collaboratively and effectively with colleagues.

The ideal candidate will have proven experience in administrative roles or similar positions, along with experience working with vulnerable individuals. A strong understanding of processing and handling sensitive and confidential information, as well as working within secure systems, is essential. The role requires strong IT skills, including proficiency in Microsoft Office and database management, Excellent written and verbal communication skills, keen attention to detail, and the ability to learn quickly and take on tasks outside of one's immediate skill set are also important.

Flexibility and the ability to work effectively as part of a team are key qualities for success in this role

YOUR RESPONSIBILITIES

We are seeking a reliable and compassionate individual to support our team with a variety of administrative tasks.

Responsibilities include general office duties such as filing, data entry, and document preparation, as well as assisting with scheduling, correspondence, and accurate record keeping.

You will play a key role in maintaining confidential information in our systems and coordinating appointments through our triage system. The ideal candidate will have strong organisational skills and the ability to communicate professionally and empathetically via phone and email.

BENEFITS OF VOLUNTEERING

Being a volunteer with Birchall offers a wealth of benefits. You'll be welcomed by committed and friendly Trustees, Managers, and staff who value and actively encourage people from diverse backgrounds to join us.

Volunteering provides personal fulfilment by allowing you to do work that aligns with your values. You'll have access to training and development opportunities to enhance your knowledge and skills, as well as gain valuable experience that can be added to your CV or CPD record.

By volunteering, you play a crucial role in helping us provide a trauma-informed service, while also improving your confidence and self-esteem.

Expenses: Our Volunteering Policy is designed to ensure that you are reimbursed for agreed out-of-pocket expenses that you incur, but you will need to submit receipts wherever possible.



Birchall in Numbers

WHAT WE'VE ACHIEVED

2023-24

2022 people accessed advice and information at our community events.

310 children accessed our schools programme work.



1490 individuals contacted our services for information, advice, support and counselling.

190 people received wellbeing support

371 People received adult counselling.

44 children access play therapy.



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To the future people who walk through the doors of the Birchall Trust I would like to say well done, because like me you may well be doing the best thing of your life, because I finally found my self worth and an overwhelming feeling of finally wanting to live.

Previous Client

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WHY BIRCHALL?

Being a part of team Birchall is a rewarding and exciting experience. With full time and freelance team members across Cumbria, North Lancs, East Lancs, and the Fylde Coast, With numerous volunteers and people with lived experience, you'll join a strong team dedicated to supporting people affected by rape and sexual abuse.

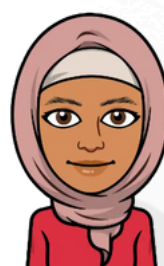
Each year we campaign, fundraise and offer educational programmes as well as wellbeing services and group work activity sessions.

Our Volunteers

We've been incredibly lucky to have some amazing people raise both money and awareness for Birchall this year. From walking the With Her Lancaster Half Marathon (13.1 miles) to joining us for the Keswick to Barrow Walk – we want to say a huge thank you to everyone who has supported us in helping people affected by rape and sexual abuse this year.

What we offer

We recognise that each person using our services is an expert on their own emotional process and we aim to create an environment where people can develop trust in their own intuition and safety in a space where they can begin to explore their feelings and thoughts about their experience.



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“I can now understand why I feel and behave the way I do. I have learned grounding techniques which are invaluable. The relationship between my counsellor and I has been priceless. Thank you for giving me my life back.”

Previous Client

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USEFUL LINKS



[@thebirchalltrust](https://www.instagram.com/thebirchalltrust)



[@TheBirchallTrust](https://www.facebook.com/TheBirchallTrust)



[The Birchall Trust](https://www.linkedin.com/company/TheBirchallTrust)



www.birchalltrust.org.uk



[The Charity Commission - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Cumbria Telephone: 01229 820828

East Lancs Telephone: 01254 919505

North Lancs Telephone: 01524 239595

Fylde Coast Telephone: 01253 201946