



VOLUNTEER INFORMATION PACK

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1. ABOUT US

Beyond the Streets is a UK charity working with women involved in prostitution and supporting local grassroots projects to provide outreach and support. Inspired by Christian values, our vision is to see a world where people are free from exploitation, and where those involved in prostitution have the option to pursue genuine alternatives, free from constraints such as drug use, abusive relationships and poverty. We do this by developing and equipping local projects to work with women in their community and by working directly with women through our own projects, of which Door of Hope is one.

The Door of Hope project was initially established in London's Spitalfields in 1994 in response to the increasing number of women involved in prostitution in the Borough of Tower Hamlets. At the time it was clear that there was little being done to support these women and limited routes out from the situation they found themselves in. From a small group of local churches, Door of Hope was born to offer hope, support and routes out of prostitution.

Today, Door of Hope has a twenty-year legacy in Tower Hamlets and a long-standing commitment to providing effective services and support to the those selling sex in the borough. In 2008, it was estimated that there were 250 women involved in on street prostitution in the Borough of Tower Hamlets¹. More recent estimates are not available, though the expansion in off street prostitution over the past decade means that the overall figure of women selling sex in the borough is likely to be far higher. Like Beyond the Streets, the borough of Tower Hamlets views prostitution as a form of Violence Against Women.²

We are committed to providing the reliable information and regular support that women need to find routes out of the challenging situations they face. We journey with women to understand their situation and the options available to them. We understand that exiting prostitution takes time; we are there for women as they take practical and manageable steps that lead to a genuine route out of prostitution. We do this through a combination of evening outreach and daytime support.

2. WHAT WE DO

Outreach

Once a week on Friday evenings from 10pm - 2am and Thursday mornings between 5am-7.45am staff and volunteers go out on foot in pairs to meet with women involved in prostitution. We provide a 'friendly face' and a 'listening ear', handing out sexual health resources, personal safety information, hot drinks and snacks, as well as taking referrals for follow up support during the day from our two Women's Support Workers.

¹ http://www.toynbeehall.org.uk/data/files/Statistics_on_prostitution.pdf

² <http://www.towerhamlets.gov.uk/Documents/Community-safety-and-emergencies/Domestic-violence/FINAL-VAWG-PLAN.pdf>

Daytime support

During the day we provide practical support across a range of areas relevant to the women's lives. Taking a woman-centred approach, we work with women in a series of one to one meetings, focusing on their strengths and supporting women to plan and achieve their goals and, if they'd like to, take steps away from prostitution. This includes providing information, advocacy and referrals to specialist organisations and agencies, as well as befriending and mentoring.

Engaging at whatever the point of need with specialist support and understanding, we seek to help by offering the reliable information and guidance women need to make positive changes to their lives and a lasting exit from prostitution. Whilst the process varies for each woman, over Door of Hope's twenty-year legacy, we have been privileged to see many make significant changes to their situations, some gradually leaving prostitution altogether and going on to build new lives.

Practical support

Over the years Door of Hope's outreach team have come to be seen as a familiar, positive presence on the streets. Crossing barriers and meeting the women 'where they are' has helped us develop relationships of trust, enabling them to feel confident and secure in seeking further support around specific issues to help them move forward in their lives, for example: housing, drug rehabilitation, counselling, and physical health.

Speaking about the outreach and support that Door of Hope offers, Sarah, a long-term volunteer told us: *"The women often express to us rejection by those closest to them and by the world. How precious then is their openness to us, their pleasure at chatting and receiving the support we bring with each outreach. I have discovered that a brief exchange in the pouring rain at 12am is invaluable to engage and encourage, and foundational in offering support in challenging lives or to explore opportunities and a future off the streets"*.

The women Door of Hope support speak just as highly of the volunteers. When we asked several women what they appreciated about our volunteers, they responded with the following statements: *"Being committed, anyone who comes out till 2 in the morning and for free", "Approachable and Friendly", "Not patronising", "The volunteers put themselves right out for us, to give out condoms and chocolate", "The volunteers have belief in us"*.

3. ETHOS AND VALUES

Beyond the Streets is a charity inspired by Christian values. This belief inspires us to work with acceptance, value and mutual respect for all.

As a charity rooted within the Christian tradition, we have a number of key elements that are seen within our work. These are core to our organisational culture and shape our working practices and service delivery. This means:

- 1) We seek to show genuine care and be inclusive and recognise the intrinsic value in all people.
- 2) We see everyone as equal in diversity and work to see everyone treated in this way.
- 3) We believe in transformation and will work to enable people to see positive change in their lives.
- 4) We take a long-term approach and see the importance of persevering and celebrating progress.
- 5) We see the value of working together, addressing conflict and partnering to see lives changed.
- 6) We are sensitive to the misuse of power and recognise the importance of working alongside those we seek to serve.

At Beyond the Streets, we come in to contact with groups and individuals from various perspectives on prostitution/selling sex and value this diversity highly. Having said this, over the years our perspective has developed and has been informed by our service users. We recognise that the routes into prostitution and women's experiences of the sex industry vary but, overall, we view prostitution as a form of 'violence against women and girls' (VAWG) due to the harm we have found to be inherent. Central to this perspective is an understanding of the abuse of power and/or vulnerability faced by those who are sexually exploited.

Whilst these are our organisation's core beliefs, we will never look to impose them on anyone. Furthermore, we welcome those of any beliefs to join the Beyond the Streets team, either as staff, trustee or in a voluntary capacity, providing they respect this ethos and are willing to work within this framework to assist the charity towards achieving our vision of ending sexual exploitation.

4. VOLUNTEERING

Do you want to invest your time supporting women in Tower Hamlets? Do you feel passionate about social justice and want to do something about it? Do you want to be a part of community transformation? For 20 years we have been supporting women involved in prostitution. Many of the women credit Door of Hope with being key to their sense of wellbeing whilst on the streets and, for some, to their exit from selling sex.

Volunteering with Door of Hope is a unique opportunity to contribute to Beyond the Streets' national vision to tackle sexual exploitation across the UK. We need volunteers to work with the women we support.

We are looking for women with:

- A vision for reaching out to women involved in/affected by prostitution.
- Empathy, compassion and a non-judgmental approach.
- An ability to build trusting relationships whilst maintaining personal boundaries.

Eligibility criteria

- Demonstrate an understanding of prostitution as a form of violence against women.
- Be able to work positively within Beyond the Streets' ethos, vision and values (see section 3 above).
- Be willing to contribute to a team culture of reflective practice.
- Available to volunteer for a foreseeable 18 months (minimum).
- Live within Tower Hamlets, where we can cover the cost of transport.
- If you live outside of Tower Hamlets, it would be helpful to have access to a car, or if taxis are needed we would ask that you be willing to cover the cost.

What we ask from you

- A regular time commitment to take part in outreach, daytime support or the administration of the Door of Hope project.
- Be available to attend training sessions in September. Dates vary according to volunteering role, see the role description for exact dates.

- A commitment to reflective practice – taking good care of yourself, contributing to team or 1-1 supervision, praying/responding reflectively to your experiences with Door of Hope, involving your Church or community where possible.
- An openness to learning and working together.
- Availability to attend team trainings bi-monthly on a Monday evening.

What you can expect from us

- An opportunity to work together to see an end to sexual exploitation.
- A friendly and supportive team.
- A safe volunteering environment, including Volunteer induction and ongoing supervision and support.

Beyond the Streets is a registered charity. We employ a dozen staff and are supported by a small team of dedicated volunteers. Rebecca Branch is the Door of Hope Manager, Cate McCarter and Lara Hibbs are our Door of Hope Women’s Support Workers. As a Beyond the Streets volunteer on the Door of Hope project, you’ll work closely with them.

This is an invitation to join Beyond the Streets at an exciting time of development. Having worked with women in Tower Hamlets for two decades, in the last year we began a new partnership with Tower Hamlets Council, delivering the London Borough of Tower Hamlets’ Prostitution Support Programme. This partnership allows us to employ our two Women’s Support Workers on a full-time basis. Their daytime support compliments the relationships built by our outreach team, bringing more capacity to the Door of Hope team to provide the practical ongoing support that women need to make changes to their life.

5. ROLE DESCRIPTIONS

We currently have three volunteer opportunities. Please see the role descriptions below for more information on the role.

VOLUNTEER ADMINISTRATOR ROLE DESCRIPTION

Title	Volunteer Administrator
Supervised by	Rebecca Branch, Door of Hope Manager
Main purpose	Administrative support of the Door of Hope project, in particular the outreach activities, under the supervision of the Door of Hope Manager.
Key responsibilities	<p><u>Door of Hope Administration</u></p> <ul style="list-style-type: none"> • Assisting with the safe recruitment and training of all Door of Hope outreach volunteers • Administration of Outreach Activities, including: <ul style="list-style-type: none"> ➤ Scheduling the outreach rota ➤ Arranging replacement volunteers to cover if necessary

- Stock management of outreach supplies, liaising with the Door of Hope Manager when more stock needs to be ordered
- Checking in with the outreach team a week before outreach to check that they are ready
- Passing on outreach updates to the team ahead of their shift
- Checking in with the team after outreach
- Arranging the passing of the outreach base keys around the team
- Ensuring that volunteers are regularly reminded to read risk assessments and safety procedures
- Offering general administrative support to the Door of Hope team

Organisational and Team

- Commit to supervision sessions with your line manager
- Adhere to confidentiality policies and safeguarding procedures
- Commit to a good working relationship with staff and volunteers supporting the healthiness of the team.

Essential requirements of the role:

- Completed relevant/ professional training or previous work experience
- Experience of office administration
- Ability to prioritise
- Experience of working with vulnerable women and /or women in prostitution
- Excellent planning, organisational and communication skills
- Strong IT skills (Word, PowerPoint, Excel, Database)
- Ability to take the initiative when given clear parameters and to be solutions orientated
- Able to work positively within our ethos, vision and values
- Excellent team player able to work with a small team
- Committed to the vision and values of Beyond the Streets as well as the local vision of Door of Hope
- Adaptable and flexible to changing environments and holistic ways of working
- Self-motivated
- Thorough with a high attention to detail

Desirable experience for the role:

- Experience of volunteer management
- Direct experience of the charity sector
- Experience of working with safeguarding policies and procedures

SAVE THE DATE

Those applying to join the Door of Hope team as the Volunteer Administrator should note that interviews will be held on the 7th, 8th, 9th, 14th, 15th, 16th August with slots during the day or in the evening available. Applicants are advised to keep a selection of these dates free for an interview.

The successful applicant will be invited to join us for compulsory training on **Saturday 1st September**, please provisionally save this date.

OUTREACH VOLUNTEER ROLE DESCRIPTION

Title	Outreach Volunteer
Supervised by	Rebecca Branch, Door of Hope Manager
Main purpose	Participate in Door of Hope's outreach to women involved in prostitution in Tower Hamlets.
Key responsibilities	<ul style="list-style-type: none">• Take part in up to two outreach sessions per month, working within Beyond the Street's outreach policies and procedures.• Provide peer support and back up to other volunteers in the team.• Take part in regular volunteer supervision sessions.• Attend training and team meetings.
Essential requirements of the role	<ul style="list-style-type: none">• Commitment to the vision, ethos and values of Beyond the Streets.• Particular empathy for Door of Hope's client group i.e. an understanding of the issue of prostitution and the affect it can have on those involved as well as an understanding of violence against women.• Ability to easily engage with client group and develop immediate positive working relationships.• Willingness to work collaboratively with a range of external organisations.• Able to work well within a team with excellent communication and interpersonal skills.• Responsible, reliable and consistent. Able to work with integrity and establish boundaries with women.• Commit to recording relevant data so that we can measure our outputs and impact.
Additional requirements	<ul style="list-style-type: none">• Able to commit to the volunteer role for a minimum period of 18 months.• Available for Friday evening or Thursday morning outreach.• Proactively engage with external pastoral support.• If you are not a Tower Hamlets resident, a willingness to cover the cost of travel home from outreach.

SAVE THE DATE

Those applying to join the Door of Hope team as a Volunteer Outreach Worker should note that interviews will be held on the evenings of 7th, 8th, 9th, 14th, 15th, 16th August from 4pm and are advised to keep a selection of these dates free for an interview. If you would not be able to make an interview before a certain time, please state this clearly in your application form.

Successful applicants will be invited to join us for compulsory training on **Saturday 1st September** and the evening of **Monday 10th September**, please provisionally save these dates.

WOMEN'S SUPPORT VOLUNTEER ROLE DESCRIPTION

Title	Women's Support Volunteer
Supervised by	Cate McCarter, Women's Support Worker
Main Purpose	Support individual women involved in prostitution to overcome the barriers they face in being able to exit (e.g., mental health, housing, substance misuse, homelessness, poverty, coercion and control, sexual violence) by working alongside the daytime support staff team.
Key Responsibilities	<p><u>Directly support women</u></p> <ul style="list-style-type: none">• Develop a positive relationship with clients and support them to access various services across the borough, by accompanying clients to appointments (e.g. medical, drug treatment, benefits, housing, social care, police) as well as befriending and mentoring.• To work in a flexible, woman centred, trauma informed and strengths-based approach; recognising the woman as an expert of her own experience.• Support women to build confidence and develop strategies to put control, direction and purpose into their lives within a supported environment.• Use knowledge gained in training sessions to give basic information and signposting to services commonly accessed by clients in Tower Hamlets.• Working within Door of Hope safeguarding procedures.• As the work of Door of Hope develops, daytime support may involve assisting at a women's drop-in session. <p><u>Organisational and Team</u></p> <ul style="list-style-type: none">• Delivering support to clients which is consistent and co-ordinated with that of the Women's Support Workers and volunteers.• Communicating with Women's Support Workers about clients and recording all interactions after client meetings.• Occasionally liaising with other professionals known to the client where appropriate.• Contribute to monitoring support work by recording work that you do with clients.

- Commit to working within a culture of reflective practice and attending supervision with your line manager.
- Essential Requirements of the role**
- Experience of working directly with vulnerable people, for example a background in counselling, health or social care, mental health services, probation and/or direct experience of working with women in prostitution.
 - Experience of working with safeguarding policies and procedures.
 - Experience of maintaining clear boundaries, crisis management skills and the ability to cope with stressful client-based situations.
 - Patience and ability to persevere with no immediate positive outcomes.
 - Excellent communication skills.
 - Ability to input data into case records using basic IT software.
 - Able to work positively within our ethos, vision and values.
 - Committed to the vision and values of Beyond the Streets as well as the local vision of Door of Hope.
 - Highly developed sense of self-awareness, and ability to work with different points of view.
 - Ability to work alone and as part of a wider team.
 - Self-motivated and adaptable - flexible to changing environments and holistic ways of working.
 - Ability to travel around Tower Hamlets and accompany clients to various venues usually on foot.
- Additional Requirements of the role**
- Able to commit to the volunteer role for a minimum period of 18 months.
 - Able to offer a minimum of 4 hours per week.

SAVE THE DATE

Those applying to join the Door of Hope team as a Women's Support Volunteer should note that interviews will be held on the 14th, 15th, 16th August with slots during the day or in the evening available. Applicants are advised to keep a selection of these dates free for an interview.

The successful applicant will be invited to join us for compulsory training on **Saturday 1st September**, please provisionally save this date. Additional training dates during autumn 2018 will be arranged once recruitment for the roles has been completed.

6. ADDITIONAL IMPORTANT INFORMATION

Data protection

The Data Protection Act 2018 regulates the use of 'personal data', which is essentially any information, whether kept in computer or paper file, about identifiable individuals. As a 'data controller' under the Act, Beyond the Streets must comply with its requirements. Any information you give to us will therefore be held securely and in accordance with the rules on data protection. Your personal details will be treated as private and confidential, and will not be disclosed to anyone not connected to Beyond the Streets unless you have consented to its release, or in certain circumstances where:

- we are legally obliged to do so
- it is necessary for the proper discharge of Beyond the Streets functions relating to you e.g. administering and maintaining volunteer records, undertaking volunteer supervision meetings.

We will ensure that any disclosure made for this purpose is proportionate, considers your right to privacy, and is dealt with appropriately in accordance with the Data Protection Principles of the Data Protection Act.

Genuine occupational requirements

Door of Hope reserves the right to select women only for roles working directly with female clients (exemption under section 7.2e of the Sex Discrimination Act 1975).

DBS check

As Door of Hope supports individuals who are vulnerable, we are legally required to undergo a check for details of any conviction of a criminal offence for those who volunteer more than four days a month. Please note that we may require you to have a DBS check. These checks are free for volunteers, and we will apply for a DBS on your behalf.

Exclusion criteria

Having a criminal record will not necessarily prevent you from becoming of Beyond the Streets volunteer except in the following circumstances:

- individuals with offences that relate to murder, threats to kill, violence (ABH, GBH, assault, domestic violence, weapon related offences), sexual offences, offences against a child, arson, supply of drug.
- individuals with unspent convictions relating to fraud, dishonestly or deception.

Two additional criteria which may exclude people from being suitable to volunteering with us are:

- individuals with certain mental health issues for which Door of Hope does not have an appropriate support structure. If you feel you might fall into this category but would still like to apply, please contact us first so that we can discuss your support requirements with you to see if we can meet these.
- An individual with a history of substance misuse, unless evidence can be provided of having been drug free for 5 years and of external support structures and coping strategies are in place to prevent a relapse.

Review period

All new volunteers will be required to complete a 6-month review period. This is to provide you with an opportunity to reflect on how things are going and to ensure that you feel comfortable in the role that you initially applied for.

How to apply

If you see yourself in one of the three volunteer roles above, then we'd love to hear from you. Please complete the relevant accompanying application form and email it to Beyond the Streets by midnight on 2nd August 2018 – doorofhope@beyondthestreets.org.uk. If you would like more information before applying, please feel free to contact us on the email address above.