



Occasional and Regular Volunteer

About Us

Glow is a charity dedicated to ensuring that no one in our community feels vulnerable in their relationships, regardless of their background, identity, or circumstances. We are committed to systematically transforming how our region and sector address abusive relationships.

Our Services

At Glow, we offer refuge and community accommodation for individuals fleeing or at risk of domestic abuse. Additionally, we provide housing advocacy and support through our Recovery Hub.

As our refuge and community housing services expand, we are seeking volunteers to assist with various services across our locations in Newcastle-under-Lyme, Stoke-on-Trent, and Staffordshire Moorlands.

Occasional Volunteers

We are looking for volunteers to provide a wide range of regular or occasional support to our Refuge and Community Housing customers.

- Sourcing, collecting and processing donations of food, clothing or other items
- Helping to prepare rooms and properties for new customers
- Providing practical and/or emotional support to customers who are moving into one of our refuges, community properties or their own homes.
- Supporting customers with finding and accessing services in the local area.
- Helping to plan and run events and activities, preferably on 1x weekly basis
- Providing peer support if you have lived experience.
- Organise and arrange regular 1 x weekly social events such as a walking group.

Time commitment and location

The activities that you may be involved in in this role are varied and will take place at one of our refuges or out in the community. Activities may be carried out over the phone or face to face. Some activities may involve working with customers whereas others may be non-customer facing.

We are looking to create a bank of volunteers who can provide both regular and occasional support.

Due to the nature of the role, you may be required to provide support during the week, in the evenings or at weekends and sometimes at short notice. The time commitment required on each occasion may also vary. Opportunities will be shared with the bank of volunteers as they arise so that volunteers can select opportunities that fit their interests and availability. Occasional volunteers will be expected to commit to a minimum of one opportunity every three months.

Who are we looking for

We welcome volunteers both with and without lived experience.

You do not need any specific skills or experience or an existing knowledge of domestic abuse as we offer full training and ongoing support.

We are looking for people who are willing to learn, who are reliable and who share our values.

We welcome people with skills or hobbies that are keen to share these and encourage our customers to get involved, whether you are an avid crafter, keen gardener, a baker, or something that we hadn't yet thought of.. We would love to hear from you!

Our application process

If you are inspired by what we do and want to find out more, please either contact us through our website at www.findtheglow.org.uk/volunteer/ or contact our volunteer coordinator at: volunteering@findtheglow.org.uk

When we receive your enquiry, we will get in touch to have an initial chat. If you wish to proceed after this, you will then be asked to fill in an application form and attend an informal interview.

All volunteers at Glow are also required to attend our comprehensive training programme before starting to volunteer. Our next programme will start in February and will take place one day a week for 8 weeks.

What our existing volunteers have to say

“Volunteering for Glow is one of the best things I’ve ever done. I’ve had people say to me that they wouldn’t be here if this service wasn’t here, and its nice to know that I’ve played a part in that. It makes it all worth it to see just how much they’ve developed and progressed.”

“I’m helping people during such a hard time, people going through this abuse feel alone because they feel there’s no one there who genuinely understand, and we do. I realised that I was capable of helping others, it grew my confidence.”