

ABORTION SUPPORT NETWORK

Volunteer Role	Travel Team
Team	Operations
Time Commitment	8-10 hours per shift, 1 week per shift every 4-6 weeks
Length of Role	Twelve months, with option to renew
Location	Remote based

Role Description

We are a member of Abortion Without Borders and have been helping people access abortion since 2009. We provide information about clinics in England, the Netherlands, Spain and other countries to clients from all across Europe. We also help organise the least expensive way to travel and, if necessary, help with financial support.

The ASN helpline consists of two teams – our phoner team who are in direct contact with clients and the Travel Team (previously called our accommodation team). The Travel Team consists of 6-8 people who have responsibility for supporting the organising of accommodation and travel for ASN's clients. Volunteers in the travel team are responsible for:

- Liaising with the helpline team; communicating with clients who need travel and overnight accommodation
- Researching the most cost-effective travel and accommodation options for clients
- Handling other contact with accommodation/travel providers to ensure smooth delivery of service, as required
- Responding to urgent requests for research and booking

We operate a shift pattern, with each shift lasting 1 week. Two members of the Travel Team are present on each shift to support the rest of the team.

Successful candidates will receive training in how ASN works and the details of the role.

Skills/Knowledge/Experience

Essential:

- Excellent research skills
- Working knowledge of Outlook, MS Word and MS excel
- Good written and verbal communication skills

ABORTION SUPPORT NETWORK

- Good organisational skills
- Ability to meet deadlines
- Ability to manage a caseload of clients
- Good listening skills
- Unequivocally pro abortion

Desirable:

- Experience of providing direct support to potentially vulnerable clients