

SARSAS

*Listen.
Believe.
Support.*

Helpline Volunteer Role Description

Role title	Helpline Volunteer
Location	SARSAS office (central Bristol) and/or from your home in Avon or Somerset
The role description	<p>To provide emotional support to people who have experienced rape and/or sexual abuse at any time in their lives.</p> <p>To answer calls on the SARSAS helplines and/or LiveChat providing emotional support and signposting information.</p> <p>To support (and receive support from) your team of helpline volunteers.</p> <p>To complete admin as necessary for the role (use of SARSAS database, training provided).</p>
What you will be doing	<ol style="list-style-type: none">1. Attend all the initial training days for the role: Fri 2nd February 2024 Central Bristol 10:00 to 17:00 Sat 3rd February 2024 Central Bristol 10:00 to 17:00 Fri 9th February 2024 Central Bristol 10:00 to 17:00 Sat 10th February 2024 Central Bristol 10:00 to 17:002. Commit to volunteering with SARSAS for at least 6 months3. Attend one 2–3-hour shift per week4. Provide listening support, information, and signposting information5. Attend monthly group supervision session provided by SARSAS with a trained counsellor to support you with any impact the role has on your wellbeing6. Briefing/ Debrief with Shift Supervisor and the volunteer team at the beginning and the end of every shift7. Attend additional training for your role8. Adhere to relevant SARSAS policies and procedures
Skills, experience and qualities needed	<ol style="list-style-type: none">1. Empathic, non-judgemental, and non-discriminatory manner2. Good communication skills3. A good standard of spoken English which can be easily understood by callers to the Helpline

	<ol style="list-style-type: none"> 4. Good timekeeping and reliability 5. Ability to maintain clear boundaries 6. Reasonable IT confidence/skills (training/support provided)
Support offered	<ol style="list-style-type: none"> 1. Briefing and debriefing with staff and the volunteer team at the beginning and end of every Helpline session 2. Monthly group supervision with an external supervisor 3. Ongoing informal support from the Volunteer and Helpline Services Manager, other staff, and volunteers 4. Training & ongoing development opportunities 5. Social events 6. Reimbursement of reasonable out of pocket expenses (as per expenses policy)
What you could get out of it	<ol style="list-style-type: none"> 1. Support people who have experienced sexual violence by providing a safe space to talk and listen 2. Learn new skills 3. Gain experience for related roles and courses 4. Develop awareness and understanding around sexual violence and rape 5. Be part of an enthusiastic team of volunteers 6. Opportunities for further training, and expanding knowledge 7. Opportunities to get involved in other SARSAS services, projects, and campaigns (if desired). 8. Reference (can be provided after 6 months volunteering)
Other relevant information	<p>All volunteers must undertake an Enhanced DBS check in advance of the training course.</p> <p>This role is open to women only under Schedule 9, Part 1 of the Equality Act 2010</p>
Further information	<p>If you have any questions please email: volunteer@sarsas.org.uk</p> <p>Or if you would like a chat about the role before completing the application form, please call Jenny on 07300 215 583</p>
Information session:	<p>We are holding a Facebook Live on Thursday 14th December at 5:30pm where you can hear more about the role, meet some of the team and ask any questions you might have. Head to our Facebook page to join.</p> <p>We are also running an online Zoom session on Monday 8th January at 6pm. Join us to meet the team, ask questions and find out a little more about what we do and what volunteering on the helpline involves.</p>
To apply	<p>Please complete the application form and return to: volunteer@sarsas.org.uk</p> <p>Deadline: Sunday 14th January 2024</p>