



## **HELPLINE SERVICES SHIFT SUPERVISOR**

We have an exciting opportunity to join the thriving and dynamic SARSAS team as a Helpline Services Shift Supervisor.

In this role you will attend and supervise helpline services to ensure that SARSAS volunteers are supported and resourced to provide emotional support, reflective listening and signposting to survivors of sexual violence and abuse through our Helpline Services which include telephone, E:Support (email) and Live Chat Services.

<b>Salary:</b>	£26,743 FTE (Pro rata, per annum)
<b>Hours:</b>	15 hours per week – Mondays 9am-5pm (in the Bristol office), Wednesday 5pm-8:30pm & Thursdays 11am-3pm
<b>Responsible to:</b>	Volunteer Coordinator
<b>Based:</b>	Bristol (hybrid working)
<b>Pension:</b>	5% employer pension contribution
<b>Annual leave:</b>	27 days plus bank holidays (pro rata)
<b>Contract:</b>	Employed, part-time and permanent

### **Equality, diversity, and inclusion**

At SARSAS we strive to create a workplace that reflect the communities we serve and where everyone feels empowered to bring their full, authentic selves to work. We want to build an inclusive culture that encourages, supports, and celebrates diverse voices. We actively encourage applicants with protected characteristics to apply.

We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias. Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process.



**Closing date:** Sunday 14th July 2024 at midnight

**Interviews:** Monday 22<sup>nd</sup> & Tuesday 23<sup>rd</sup> July 2024

We will be holding a Facebook Live on Tuesday 2<sup>nd</sup> July 2024 at 17:00 where you can meet some of the SARSAS team, find out more about the role and ask any questions that you might have. [Head to our Facebook page](#) then to join.

### **About you**

You will be passionate about supporting people who have experienced sexual violence, and you will have experience/knowledge of providing trauma informed support. You will be able to provide empathic and boundaries support to both volunteers and clients. You will value the incredible work of our volunteers and recognise the importance of creating a supportive and rewarding environment. You will be able to work calmly under pressure ensuring all our Helpline Services are run safely and efficiently.

### **About SARSAS**

SARSAS exists to relieve the trauma and distress and help rebuild the lives of survivors who live in Somerset, Bristol, South Gloucestershire, North Somerset and BANES, who have experienced any form of sexual violence, at any point in their lives.

SARSAS also campaigns and raises awareness about rape and sexual violence to change the narrative about sexual violence and to enable survivors' voices to be heard. Partnership work with a range of agencies locally and nationally is a priority to enable social change.

SARSAS works to feminist principles: this underpins both what our service is and how it is run. Our work is guided by a trauma-informed approach which understands how traumatic experiences can impact on survivors and keeps an awareness of their effects at the forefront of our approach to support.

### **Key responsibilities**

- Attend and supervise helpline shifts, including evenings, and provide support to the helpline volunteers ensuring volunteers are resourced and safeguarding policies and procedures are understood and followed.
- Emotionally support by pre- and de-briefing one to one support volunteers, who are working with survivors during your shift.
- Answer helpline calls and make call backs to survivors as needed.
- Answer emails and messages that come into the SARSAS e-support service and Live Chat service.
- Support with training and induction of new volunteers
- Contribute to overall service monitoring, evaluation, review and development.

- Work collaboratively with other helpline shift supervisor to support each other and ensure continuity of services.
- Work alongside the Helpline Services Coordinator and the Pathway and Volunteer Manager around supervision of volunteers, complex cases and safeguarding.
- Attend at least one monthly helpline team meeting and one full team meeting per quarter.

**General responsibilities**

- Undertaking any other duties and responsibilities corresponding with the role.
- Working as part of a team, promoting the ethos and values of SARSAS.
- Ensuring that all work is carried out in line with SARSAS policies and procedures and Rape Crisis England & Wales (RCEW) National Service Standards.
- Attending all training, whether statutory or non-statutory, as required.
- Participating in the annual development and review process.
- Taking a positive and proactive approach to problem solving to manage a varied workload and contribute to a positive working environment.

**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and training</b>	Safeguarding Training – Adults and Children	
<b>Skills and abilities</b>	Ability to provide emotional and practical support for survivors of sexual violence.  Active listening and reflection skills.  Ability to be empathic and supportive to both volunteers and clients whilst maintaining appropriate boundaries.  Excellent communication skills – verbal and written.	
<b>Experience / knowledge</b>	Extensive understanding of the impact of rape and sexual violence including from a feminist perspective.  Understanding of and experience in working with safeguarding (adults and children) issues.	Relevant experience of working with survivors who have experienced rape or sexual abuse  Experience of providing e-support.

	<p>Experience and competence in using data management systems and different IT software.</p> <p>Experience of supervising and supporting volunteers or staff.</p> <p>An understanding of the support needs of volunteers working in a busy and emotionally stressful environment.</p>	<p>Experience of providing text or Live Chat support.</p> <p>Knowledge of workplace health and safety, including assessing risk.</p>
<b>Personal effectiveness</b>	<p>Ability to self-motivate and use initiative.</p> <p>Excellent time management skills with the ability to manage a demanding workload and prioritise under pressure.</p> <p>Awareness of the possible impact on oneself of working with trauma and commitment to self-care.</p>	
<b>Circumstances</b>	<p>Able to work flexible hours, including out of hours meetings.</p>	<p>The ability to attend training and events at weekends.</p>
<b>Diversity</b>	<p>Comprehensive understanding of and commitment to equality and diversity issues with regards to age, disability, ethnicity, faith or belief, gender identity, and sexual orientation.</p>	