



## Helpline and Livechat Volunteer

### **Role Title**

Helpline and Livechat Volunteer

### **Location**

SARSAS office (Central Bristol) and/or remotely from your home in Somerset or Avon

### **Equal opportunities statement**

SARSAS values diversity and welcomes applicants from all sections of the community; especially from minority groups/groups with a protected characteristic such as People of Colour, who are currently under-represented. We are a Disability Confident Committed Employer. Our current premises are wheelchair accessible.

### **Role Description**

- To provide emotional support to people who have experienced rape and/or sexual abuse at any time in their lives.
- To answer calls on the SARSAS helplines and LiveChat providing emotional support and signposting information.
- To support (and receive support from) your team of helpline volunteers.
- To complete admin as necessary for the role (use of SARSAS database, training provided).

### **Role Expectations**

1. Attend **all** the initial training days for the role:

Friday 26 <sup>th</sup> Sept 2025	Central Bristol	9:30am-4:30pm
Saturday 27 <sup>th</sup> Sept 2025	Central Bristol	9:30am-4:30pm
Friday 10 <sup>th</sup> Octo 2025	Central Bristol	9:30am-4:30pm
Saturday 11 <sup>th</sup> Oct 2025	Central Bristol	9:30am-4:30pm

2. Commit to volunteering with SARSAS for at least 6 months
3. Attend one 2-3 hour shift per week
4. Provide listening support, information and signposting information
5. Attend monthly group supervision sessions provided by SARSAS with a trained supervisor to support you with any impact the role may have on your wellbeing
6. Briefing/debriefing with your Shift Supervisor and the volunteer team at the beginning/end of every shift
7. Attend additional training for your role
8. Adhere to relevant SARSAS policies and procedures

## **Other Relevant Information**

All volunteers must undertake an Enhanced DBS check in advance of the training course.

## **Skills, Experience and Qualities Needed**

1. Empathic, non-judgemental, and non-discriminatory manner
2. Good communication skills
3. A good standard of spoken English which can be easily understood by callers to the Helpline
4. Good timekeeping and reliability
5. Ability to maintain clear boundaries
6. Reasonable IT confidence/skills (training/support provided)

## **Support SARSAS offers**

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 Co-ordinator, 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 can gain from volunteering with SARSAS**

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)

If you have any questions, please email: [volunteer@sarsas.org.uk](mailto:volunteer@sarsas.org.uk)

Or if you would like a chat about the role before completing the application form, please call Jenny on 07300 215 583

You're welcome to have a look at our previous [Facebook Live](#) from a past round of helpline volunteer recruitment.

# SARSAS

*Listen.  
Believe.  
Support.*

**To Apply:**

Please complete the application form and return to: [volunteer@sarsas.org.uk](mailto:volunteer@sarsas.org.uk)

Deadline: **Friday 18<sup>th</sup> July at 12 midday**