



Helpline Shift Supervisor

We have an exciting opportunity to join the dedicated and values-led SARSAS team as a Helpline Services Shift Supervisor.

As Helpline Shift Supervisor, you will play a key role in supporting the safe and effective delivery of our Helpline Services.

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

Salary:	£27823.42 FTE (pro rata, per annum)
Hours:	15 hours per week – Tuesday 10am-2pm in the Bristol office, Wednesdays 4:30-8:30pm working from home and Thursdays 1-8:30pm in the Bristol office. *
Responsible to:	Volunteer Coordinator
Based:	Bristol (hybrid working)
Pension:	5% employer pension contribution
Annual leave:	27 days plus bank holidays (pro rata)
Contract:	Employed, part-time and permanent

Applicants will undergo a basic criminal record check before employment starts.

**Core shift hours are Wednesday 5:30pm-8:30pm and Thursday 5:30pm-8:30pm. There is some flexibility in how the remaining hours are worked around these core shifts, but Tuesday working must be factored in to allow crossover with other team members.*

Equality, diversity, and inclusion

At SARSAS, we strive to create a workplace that reflects 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 16th August 2026 at midnight

Interviews: Wednesday 26th August 2026

About you

You will be passionate about supporting people who have experienced sexual violence, and you will have experience or knowledge of providing trauma-informed support. You will be able to provide empathetic and boundaried 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 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, providing support to helpline volunteers and ensuring they are appropriately resourced and that safeguarding policies and procedures are understood and followed.
- Provide emotional support to volunteers through pre- and de-briefing, particularly where volunteers are supporting survivors during shifts.
- Answer helpline calls and make call backs to survivors as required.
- Respond to emails and messages received through the SARSAS E:Support and Live Chat services.
- Support the training and induction of new volunteers.
- Contribute to service monitoring, evaluation, review and development.
- Work collaboratively with other Helpline Shift Supervisors to support one another and ensure continuity of services.
- Work alongside the Helpline and Volunteer Co-ordinator and the Pathway and Volunteer Manager regarding volunteer supervision, complex cases and safeguarding.
- Attend at least one monthly helpline team meeting and one full team meeting each quarter.
- A small proportion of the role may involve working with dual status clients, where they are accessing support as survivors. This work is always risk assessed and managed.

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

Criteria	Essential	Desirable
Qualifications and Training	Willingness to undertake all mandatory training, including safeguarding and trauma-informed practice.	Relevant training in trauma-informed practice, suicide prevention, mental health, counselling skills or volunteer supervision.

Criteria	Essential	Desirable
Skills and Abilities	Ability to provide compassionate, trauma-informed and boundaried emotional support to survivors of sexual violence and abuse. Excellent active listening, reflective listening and communication skills, including clear written communication. Ability to support, encourage and motivate volunteers in an emotionally demanding environment. Ability to assess risk, respond appropriately to safeguarding concerns and escalate where necessary. Strong organisational skills with the ability to prioritise competing demands during busy helpline shifts and remain calm under pressure. Competent IT skills, including the ability to use databases, case management systems and Microsoft Office applications.	Experience of facilitating reflective practice, debriefs or service learning with volunteers or staff. Experience of working remotely, including facilitating meetings or sessions online on platforms such as Zoom and Teams
Experience and Knowledge	Good understanding of the impact of rape, sexual violence and abuse and the barriers survivors may face when seeking support. Experience of providing emotional support to people experiencing trauma, crisis or distress.	Experience of supporting survivors of sexual violence or abuse, including through telephone, email or livechat services
Personal Effectiveness	Emotionally resilient, reliable and able to work independently while contributing positively to a team.	Experience contributing to service monitoring, evaluation,

Criteria	Essential	Desirable
		quality improvement or reflective practice.
Circumstances	Able to work the required shift pattern, including evening shifts, and travel to the Bristol office as required.	Willingness to attend occasional weekend training or events.
Equality, Diversity and Inclusion	Commitment to working within SARSAS' feminist values and creating an inclusive environment for survivors, volunteers and colleagues.	Experience of working with diverse communities and adapting support to meet individual needs.