



Helpline Support Office Volunteer

Role Title

Helpline Support Office Volunteer

Location

SARSAS office (Central Bristol)

Time

Tuesday or Thursday daytimes

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 make emotional support calls to people on our waiting list on a Tuesday or Thursday daytime.
- To respond to voicemails left on the helpline line with emotional support, signposting and information.
- To support with Livechat and email support to people affected by sexual violence.
- To complete admin as necessary for the role (use of SARSAS database, Livechat and E-support systems, training provided).

Role Expectations

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

Friday 18 th September	Central Bristol	9:30am-4:30pm
Saturday 19 th September	Central Bristol	9:30am-4:30pm
Friday 2 nd October	Central Bristol	9:30am-4:30pm
Saturday 3 rd October	Central Bristol	9:30am-4:30pm

2. Commit to volunteering with SARSAS for at least 6 months
3. Attend volunteering weekly on Tuesday or Thursday daytimes
4. Provide listening support, information and signposting information
5. Attend monthly reflective practice 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 the helpline team at the beginning and end of your time volunteering, and discussion issues or themes coming up.
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 time you volunteer.
2. Monthly reflective practice with an external supervisor
3. Ongoing informal support from the Volunteer and Helpline Co-ordinator and/or Helpline Shift Supervisor
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

SARSAS

*Listen.
Believe.
Support.*

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

To Apply:

Please complete the application form and return to: volunteer@sarsas.org.uk

Deadline: **Friday 7th August at midday**