**Volunteer Role Description**

**Helpline Volunteers**

**About Us:**

**Founded in 2010 we provide support to women and girls aged 14 and above who have experienced any form of sexual violence. We currently offer 25 weeks of free, specialist, counselling with one of our 13 fully trained counsellors.**

**Our free, confidential, helpline is open on Tuesday and Thursday between 7pm and 9pm. This is staffed by our wonderful women volunteers who have received extensive training in how to support a survivor of sexual violence.**

**About the Role:**

Helpline Volunteers answer calls and support the smooth running of the helpline. The main activity will be to answer calls to support women who have suffered any form of sexual violence at any point in their lives and keep brief records of helpline activity. **You will offer non-directive, empathetic listening as well as signposting our callers to our face-to-face service or to another specialist organisation if necessary.**

**About you:**

* Must have good interpersonal skills including active listening skills and the willingness to learn appropriate skills
* Must be literate
* Have a non-judgmental attitude and a commitment to work within our feminist principles
* Be willing to follow our policies and procedures including completing a DBS check
* Be able to commit to at least one helpline shift a month (2.5 hours), one group supervision session a month (1 hour) and be willing to attend quarterly team meetings
* Be able to commit to a six-week training program
* Have a willingness to learn about the impacts of sexual violence on survivors and a willingness to respond in a non-judgmental, non-discriminatory manner
* Be able to travel to our Ipswich Office where our helpline is based.

**Benefits:**

* 6 weeks of specialist helpline training covering all areas relevant to working on the helpline
* An ongoing training program covering a variety of areas including Mental Health; Supporting Trans Survivors; & Equality and Diversity
* You will develop valuable skills in active and empathetic listening; dealing with suicidal ideation; supporting and empowering survivors of sexual violence
* Monthly group supervision with a trained counsellor and support from our current volunteer team and staff
* An opportunity to work in a welcoming, feminist environment with committed and passionate women who work hard to support survivors of sexual violence

**What Next?**

If you are interested in becoming a Helpline volunteer with us, please contact the office on [admin@srchelp.org.uk](mailto:admin@srchelp.org.uk); call the on (01473) 231200; or download an application form from our website [www.srchelp.org.uk/home/joinus](http://www.srchelp.org.uk/home/joinus).