

Helpline Volunteer- Person specification



About the Role:

Helpline Volunteers answer calls and support the smooth running of Helpline@SRC. 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 organization 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?

Please note that whilst we will hold initial interviews prior to the training programme, volunteering at Helpline@SRC will be on the provision that you successfully complete the training programme and have attended supervision.

If you have any questions please get in contact with our Helpline and Volunteer Coordinator Issy, on i.booth@srchelp.org.uk.