**Face to Face/Placement Volunteer**

**Role Description**

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| SARAC is a registered charity in Burton on Trent supporting people aged 11 years and over who are affected by sexual violence in Burton on Trent and surrounding areas in Staffordshire.  Our volunteers provide the frontline service for adult clients and the role includes support via our helpline to prepare clients for counselling followed by face to face emotional support sessions.  We support our volunteers by providing extensive training in sexual abuse, the criminal justice system and emotional support skills. Volunteers have access to ongoing training, supervision with a counselling supervisor each month and regular monthly team meetings. |

**What the Role Involves**

Our face-to-face services can be delivered any time between 9am-7pm Monday-Thursday. We provide high quality, face to face emotional support to adult survivors of sexual abuse at the SARAC centre based in Burton.

Volunteers provide the Therapy Co-ordinator with their availability i.e. days and times when they are available to provide support to clients. The Therapy Co-ordinator will assess the client, allocate them according to suitability and availability, and discusses the case with the volunteer.

SARAC offers a maximum of 12 sessions of 60 minutes. Sessions can be extended in some instances, however prior discussion with a manager is required to facilitate this.

**Face to face Volunteers**

Our face-to-face service is a vital service for our clients, providing a safe, non-judgemental, and open environment for them to explore and work through their experiences of sexual abuse. Survivors who have accessed this service, have shared their apprehension for being accepted, heard, and most importantly being believed.

Face to face volunteers provide emotional support to adults over the age of 18, with the following key responsibilities:

* A commitment to understand, respect and uphold the ethos of SARAC and its work with survivors.
* To maintain appropriate boundaries and confidentiality.
* To follow all SARAC policies and procedures in relation to providing an ethical and appropriate support service to survivors of sexual abuse.
* Report any safeguarding concerns to the designated safeguarding officers.
* To offer therapeutic support to SARAC clients with a range of problems, concerns, and personal issues.
* To commit to seeing a minimum of two clients per week.
* Complete case notes, reviews and documentation, maintaining appropriate records in line with the requirements of SARAC.
* Leave the office and support rooms tidy, doors and windows locked, and any used crockery washed.
* We ask that volunteers commit to work with us for a minimum of 12 months.

**Role Commitments**

Face to face volunteers are dealing with some very complex issues and it is our responsibility to support our volunteers. To do this, volunteers must keep training and supervision up to date. Therefore, the commitment typically required is as follows:

* One supervision per month. These are conducted in a group setting with a qualified counselling supervisor and last around 2 hours. Volunteers are required to attend supervision to promote their own well-being and skills.
* One volunteer meeting per month. These are large team meetings which provide updates, new skills, training, showcases and tend to last 1.5-2 hours.

**Qualifications/Experience Required**

To be a face-to-face volunteer, there is a minimum standard of requirement. Due to the nature of SARAC’s work, our face to face work is only suitable for year 2 counselling students or above. We require all face to face volunteers to be completing an accredited and recognised qualification in counselling or be fully qualified, to a level 4 or above in adult counselling.

It is desirable that they have experience working with survivors of sexual abuse or within the counselling area, for the right candidate, this is not essential, as in-depth training is provided to equip volunteers with the skills and knowledge to support our clients.

We ask that volunteers have a commitment to personal and professional development.

Upholding SARAC’s ethos and commitment to the role is very important for our clients and the organisation. Regular reviews and reports will be completed for volunteers completing their placement, in conjunction with the course provider and/or Tutor.

**Training Requirements**

Face to face volunteers receive extensive training before they begin to support clients.

The training will cover a range of issues and skills which will equip volunteers to deal with issues clients bring to face to face sessions.

This takes place over several weeks and you will be required to commit to all sessions, covering the following topics:

* Introduction to and understanding of sexual violence
* Intersectionality
* Client journey
* Trauma Model
* Trauma responses
* Coping skills and strategies
* Support skills
* Suicide and self-harm
* Reporting and prosecuting
* Safeguarding, confidentiality and data protection

The training will give you skills to work with trauma and we appreciate that this is a big commitment, however this is what makes SARAC the specialist in our communities in this area.

The training dates for this recruitment are as follows:

**Monday 18th September 2023**: 5pm-7pm

**Wednesday 20th September 2023**: 5pm-7pm

**Friday 22nd September 2023**: 1pm-4pm

**Monday 25th September 2023**: 5pm-7pm

**Wednesday 27th September 2023**: 5pm-7pm

**Friday 29th September 2023**: 1pm-4pm

Following the training, volunteers are mentored by current staff and/or volunteers, until they feel confident to complete the role. Finally there is a sign off and induction process.

After the training course, face to face volunteers will be required to undertake emotional support via the helpline, to understand our pathway to face to face support within SARAC, together with a full face to face induction with the Therapy Co-ordinator prior to commencing independent work.

**Expenses**

Currently, volunteers are welcome to claim back expenses that are incurred whilst volunteering. This includes travel and parking fees up to a 70 mile round trip. Expenses are processed monthly and paid by BACS – bank details will be requested when the first claim is made.

Volunteers can also choose to donate their expenses back to the charity and if so, are encouraged to use GiftAid.

**Applying to Volunteer**

This is an application and interview process. The application form can be downloaded from our website [www.sarac.org.uk](http://www.sarac.org.uk) and should be returned to [staff@sarac.org.uk](mailto:staff@sarac.org.uk).

If you have any further queries, you can contact us by email at [staff@sarac.org.uk](mailto:staff@sarac.org.uk) or by telephone on 01283 535110.

We do not release our location for volunteering enquiries, however, you can write to us at: SARAC, PO BOX 3, BURTON ON TRENT, DE14 1ZT.