**Helpline Volunteer**

**Role Description**

SARAC is a registered charity in Burton on Trent supporting people aged 11 years and over who are affected by sexual violence and who currently live in Burton on Trent, Tamworth, Lichfield, Uttoxeter or South Derbyshire.

We welcome people regardless of disability, gender, racial heritage, religious belief, sexual orientation, identity, or any other difference.

Our helpline volunteers provide the stabilisation work for adult clients (18+) via our phone lines prior to service users accessing counselling.

We support our helpline volunteers by providing specialist training in sexual abuse, the criminal justice system and SARAC’s values. Our on-boarding training will take approximate 30 hours over 2 weeks and is a mandatory process prior to starting work with our service users. We ask for a voluntary contribution of £50 toward our training, on-boarding and admin fees.

Please note there will be an interview process upon application as we have limited spaces.

Working in sexual trauma support can be difficult and emotional at times; please consider the impact this may have on you prior to application.

**What does the role involve?**

Our helpline support can be delivered between the hours of 9am-7pm Mondays, Wednesdays, and Thursdays and between 9am-5pm on Tuesdays.   
We do not facilitate any client work on a Friday, ensuring staff have adequate admin and training time.

Volunteers are asked to complete a minimum of one shift (for a minimum of 2 hours) a week within the core opening hours. Our volunteers provide scheduled support calls at an agreed time with the client, on a weekly basis. These calls last on average around 30 minutes and provide exploration around emotional stability and grounding – not therapeutic intervention.

The helpline is often the first port-of-call for many of our service users and offers them a safe space to explore the impact of their trauma without engaging in the deeper therapeutic work.

It will require you to use focused listening skills to build rapport with clients, promote their wellbeing and offer stabilisation support to build on their emotional literacy.

**What would we require from you?**

Our helpline support is a vital service for our clients, providing a safe, non-judgemental, and open environment for them to explore and work through the impact of sexual abuse. It is normal for survivors of sexual abuse to feel apprehension around being accepted, heard, and being believed, and so it is a priority for us that everyone entering our service will feel validated, secure, and listened to.

Helpline volunteers are expected to:

* Understand, respect and uphold the ethos of SARAC and its work with survivors.
* Maintain appropriate boundaries and confidentiality.
* 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.
* Offer stabilisation emotional support to SARAC clients in relation to their trauma responses.
* Commit to calling a minimum of two clients per week prioritising consistency.
* 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.
* Commit to work with us for a minimum of 12 months.
* Engage in helpline review meetings with the Therapy Manager
* Attend helpline meetings every quarter with the Helpline Co-ordinator.
* Demonstrate a commitment to equity, diversity, and inclusion (EDI) in all aspects of the job.
* Willingness to learn and educate oneself on EDI and LGBTQ+ issues and advocate for inclusion and acceptance within the workplace.

**What can you expect from us?**

This role can bring some complex issues and it is our responsibility to support you in your time with us, so we ask that you will meet with our Therapy Manager every 4-6 weeks for a helpline review. This will allow you to discuss your client work, bring up how you are feeling within the organisation, and voice any areas in which you may need further support or training.

We will never expect you to work alone; there will always be a minimum of one safeguarding officer available while you are on site. We will support you with any concerns that come up within your sessions.

Your direct point of contact will be the Helpline Co-ordinator who will support you in your role, training and allocation of clients.

As mentioned above you will receive our specialist training ahead of taking on clients. Our training is split over several sessions covering a range of areas:

* Introduction to Sexual Abuse (statistics / definitions / overview)
* Trauma and the Brain (impact / trauma responses / building compassion)
* Understanding our Service User Journey (how we
* Criminal Justice System
* Inclusivity Training
* Stabilisation
* Data Protection, Confidentiality and Safeguarding

We appreciate that this is a big commitment, however, the training will give you the skills to work within trauma in a safe and controlled manner.

Please note that we will require an Enhanced DBS which we will request and pay for on your behalf.

**Qualifications or experience required**

There are no pre-requisites for this role in terms of professional qualifications, however some experience, education or training in counselling, psychotherapy, support skills, criminology, psychology or any experience of volunteering in the third sector would be an advantage. We highly value personal life experience and we are pleased to accept applications from prospective volunteers without relevant qualifications/work experience.

**Applying to volunteer**

Please understand there 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.