

Making a difference to the lives of those affected by rape and sexual abuse

Position:	Helpline Volunteer
Hours:	One 2 ½ hour shift every two weeks (minimum)
Salary:	Unpaid role
Location:	Guildford but currently remote working from home
Accountable to:	Helpline Coordinator
DBS check:	Yes
Closing on:	Ongoing

Please note this post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010

We are currently recruiting volunteers for our Helpline. Our Helpline Volunteers provide a telephone listening and support service to survivors of rape and sexual abuse to callers and their family and friends.

RASASC is an independent registered charity which has been providing support to male and female victims of rape and sexual abuse (both recent and non-recent) and young people aged over 13, from across Surrey since 1992.

Volunteers are an important part of the work we do. Volunteers staff our Helpline and our qualified counsellors work on a voluntary basis with survivors of rape and sexual abuse.

We provide an Independent Sexual Violence Advisor (ISVA) Service. ISVAs support victims to help them overcome the abuse they have suffered and to rebuild their lives. This service also includes supporting the victim to seek justice through the judicial system, should they wish.

We also provide one-to-one adult counselling, youth counselling, family support programme, and a 12-week self-confidence and esteem programme.

Helpline

The Helpline is open Monday – Thursday evenings from 19:30 – 21:30. You will be part of a dedicated, experienced, and friendly team. The Helpline volunteers meet every two months for group supervision, peer support and to work collaboratively with each other to share knowledge.

We give all our Helpline Volunteers extensive training to prepare them for the role. Details of the course training information is at **ANNEX A**. Once your training is completed, you will be supported by regular supervision, including a monthly group session, and ongoing training.

Key Tasks

- To provide a listening ear to survivors and their friends and family, providing information of our services and other organisations.
- Commitment to undertake a 2 ½ hour shift every fortnight (helpline opening hours are 7:30pm – 9:30pm)
- To maintain confidentiality
- Fill in simple call logs for each call
- Debrief with supervisor at the end of each shift
- Attend mandatory supervision – on the 2nd Tuesday of each month from 7:30pm
- Report any problems immediately to your allocated supervisor or another supervisor if unavailable
- **The role is currently done remotely from home due to COVID-19.** You must have a safe, secure, and undisturbed space where you can take calls and not be overheard. In the future the helpline aims to return to operate from the office in Guildford, so volunteers will need to be able to travel to the office eventually for their shifts (there is no date planned for this at present, so it would be unlikely to happen in the current year)

Personal Specification

Age:

Usually 23 as a minimum age. Consideration will however be given to individuals under 23, who have the relevant life skills and experience.

Skills:

Essential

- Active listening skills
- Caring and non-judgemental
- Reliable. Punctual and trustworthy
- Able to cope under pressure
- Excellent interpersonal and communication skills
- No previous experience necessary
- Knowledge and understanding of child and vulnerable adult protection procedures and information sharing protocols
- Full driving licence and car that can be utilised for work purposes.

Desirable

- Knowledge and understanding of rape and sexual abuse issues and the impact on survivors
- Knowledge of Safeguarding policies and procedures
- Ability to work effectively as a member of a team

Are you a survivor?

We do welcome applications from survivors, however, please be aware that we are unable to recruit volunteers who are survivors and have been receiving support from RASASC or similar organisations within the last two years.

If you are interested in joining our team or if you have any questions about the role please do give us a call as we would love to hear from you – contact Nina on 07851245337 for more details or please complete the application form.

Interview Dates TBC

How to Apply: Please complete the attached application form. Please note we do not accept CVs.

Annex A: RASASC Helpline Training Programme

Commitment

- **Training is currently being done online via zoom.** It is expected that you attend all the training dates – currently eight Monday evening sessions (of two hours each).
- It is mandatory that, once trained, you attend all monthly group supervision evenings, which are on the 2nd Tuesday of alternative months; January; March; May; July; September and November, with individual telephone supervision on the 2nd Tuesday of the alternative months. The monthly group supervision evenings include a continued learning and development session with external speakers talking about their services.
- It is expected that you must commit to volunteer for a minimum of 18 months.
- If you are allocated a rota night and you need to re-arrange, it is your responsibility to do so.
- You are expected to give three months' notice of leaving RASASC.

Your relationship with RASASC

If you apply you will be asked to list any personal or professional relationships with RASASC or any RASASC members. We cannot accept volunteers on the training course who have received an Assessment or Counselling from our RASASC Counsellors. However, counselling or support from any other individual or organisation could be acceptable. We may not be able to accept RASASC Helpline users who have used the helpline regularly over an extended period of time, however light usage of the RASASC helpline may be fine and will be discussed at interview.

Are you a Survivor?

If you are a survivor, you do not need to write details on your application form. However, at your interview, the interviewer will want you to talk about your experiences and discuss your own healing process, to make sure you are strong enough to help others.

****NB** – Please note that you must successfully complete all of the Core Training to progress to the next stage. If an emergency arises on one of the evenings, extra training may be arranged at a mutual convenient time with the trainee and trainer. The trainers reserve the right to suspend training for any volunteer who does not attend sufficient training sessions.*

(i) Aim:

- To provide volunteers with the skills and information required for volunteering on the helpline.
- To enable volunteers to support male and female survivors and their friends and family.

(ii) Objectives:

At the end of the core training volunteers will be able to:

- Demonstrate and understand RASASC helpline procedures and policies.
- Demonstrates active listening skills.
- Understand the effects of rape and sexual abuse on male and female survivors.
- Appreciate and adhere to the boundaries of helpline work.
- Be able to signpost callers to the relevant resources and specialist services.

(iii) Course Content will include:

- RASASC structure, code of ethics, and ethos.
- Active listening skills.
- Survivor coping mechanisms.
- Helpline practice and procedure.
- Active role play.
- Boundaries with callers and personal safety.
- Understanding the benefits of supervision.
- Effective support to self-harming and suicidal callers.
- How to cope with angry callers.
- How to cope with crying and silent callers.

3. Once fully Trained

- Volunteers currently work remotely from home, but in time we hope to return to working in pairs at the Guildford office.
- Volunteers are supported on shift by the Helpline Coordinator/ Supervisors.
- After the shift or at any other time, the volunteer can obtain telephone supervision and support from the supervisor on call or their allocated supervisor
- Once a month attend the mandatory group and individual supervision.

4. Optional Extras

- FREE workshops are available during the year on subjects that are relevant to RASASC. These are usually held on Saturdays, from 10am-4pm.