



## Emotional Support Volunteer Volunteer Role Description

Sarac is a registered charity in Burton on Trent supporting people of age 11 years and over who are affected by rape, sexual abuse and exploitation in Burton on Trent and surrounding areas in South East Staffordshire. Our volunteers provide the frontline service to clients and their varied role includes helpline support and 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 on-going training, supervision with a counselling supervisor each month and regular monthly team meetings.

### What the Role Involves

An emotional support worker can take on two main roles here in the centre. The first and busiest role is helpline support. Our helpline is available 24 hours a day however volunteers tend to work on the helpline between 10am-8pm, and answer any messages left on the system from clients needing support. Volunteers give one shift a week within the core opening hours and answer calls on the helpline from people needing support or advice. Most of our volunteers have scheduled support calls where they have agreed to contact a client weekly for 30 – 40 minutes of emotional support over the phone. The helpline is a powerful service for clients needing someone to talk to. The second role of the emotional support worker is the face-to-face emotional support sessions. We can offer emotional support sessions at the centre by appointment; up to a maximum of 12 sessions.

### Training Requirements

Emotional support volunteers receive an extensive training period which is over a period of approximately 3 weeks (including 4 evenings and 3 full days) before they begin to support clients. The training will cover a range of issues and skills which will equip volunteers to deal with clients on the helpline. After the training course, a period of shadowing and mentoring is required to be successfully completed before volunteers can begin to do their support work independently on the helpline.

You have the option to complete a Level 3 Qualification on the subjects you cover.



## Role Commitments

Our emotional support volunteers are dealing with some very difficult issues and it is our responsibility to support our volunteers. To do this, volunteers must keep training and supervisions up to date. Therefore, the commitment required for this role is as follows:

- 2 hours per week on the helpline/giving face-to-face sessions as a regular shift, within core hours (10am-8pm).
- One supervision per month which is on a Saturday morning. 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 and training and tend to last 1-2hours.

## Qualifications/Experience Required

There are no prerequisites 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. However, we also value personal experience highly and we are pleased to accept applications from prospective volunteers without relevant qualifications/experience.

## Expenses

Volunteers are welcome to claim back their expenses that are incurred whilst volunteering. This can include sustenance, travelling and parking fees. Expenses are processed monthly and paid by cheque. Volunteers can also choose to donate their expenses back to the charity and if so, are encouraged to use GiftAid.

## Applying to Volunteer

You can contact us by email at [staff@sarac.org.uk](mailto:staff@sarac.org.uk) or by telephone at 01283 535110 leaving us your details on the answer machine. 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

we're here to listen...



Helpline: 01283 517185  
Office: 01283 535110



[staff@sarac.org.uk](mailto:staff@sarac.org.uk)



[www.sarac.org.uk](http://www.sarac.org.uk)



PO Box 3 | Burton upon Trent  
Staffordshire | DE14 1ZT