



Face to Face Volunteer Volunteer Role Description

Sarac is a registered charity in Burton on Trent supporting people aged 11 years and over who are affected by rape, sexual abuse and exploitation in Burton on Trent and surrounding areas in Staffordshire. Our volunteers provide the frontline service for adult clients and the role includes helpline support via helpline 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

Our face to face services can be delivered any time between 9am-7pm Monday-Friday. 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 volunteer co-ordinator with their availability i.e. days and times when they are available to provide support to clients. The volunteer 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.

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 20, 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 leads.
- To offer emotional 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 and documentation, maintaining appropriate records in line with the requirements of sarac.
- Leave the office and support rooms tidy, doors and windows locked and cups 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 difficult 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 required is as follows:

- One supervision per month which, takes place 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 case conference meeting per month. These are large team meetings which provide updates, new skills, training, showcases and tend to last 1.5-2hours.

Qualifications/Experience Required

To be a face to face volunteer, there is a minimum standard of requirement that a volunteer is working towards or has a diploma (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, but 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.

Training Requirements

Face to face volunteers receive extensive training 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 issues clients bring to face to face sessions.

After the training course, a period of shadowing and mentoring on the helpline is required to be successfully completed before volunteers can begin to work with clients. Additionally, face to face volunteers will be required to undertake a full face to face induction with the volunteer co-ordinator prior to commencing independent work.

Our training is recognised to A level standards and for a minimal fee, can be converted into a Level 3 Aim Award in Specialised Rape and Sexual Abuse Support Services.

Expenses

Currently, volunteers are welcome to claim back expenses that are incurred whilst volunteering. This includes travelling and parking fees. 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

You can contact us by email at 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.



For more information about sarac, please go to www.sarac.org.uk