



## Helpline 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 helpline is available 24 hours a day however, volunteers tend to work on the helpline between 10am-7pm, and initially answer any messages left on the system from clients needing support.

Volunteers are asked to complete 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 also have scheduled support calls where they have agreed to contact a client weekly for 30 – 40 minutes of emotional support over the phone.

### Helpline Volunteers

The helpline is a powerful service for clients needing someone to talk to. It requires the use of focused listening skills to build rapport with clients, to promote their wellbeing and explore the impact of their abuse in a safe environment.

Helpline volunteers provide emotional support to adult clients and help to administer the day to day running of the helpline services, which include:

- A commitment to understand, respect and uphold the ethos of sarac and its work with survivors.
- Abiding by confidentiality and data protection.



- To follow all sarac policies and procedures in relation to providing an ethical and appropriate support service to survivors of sexual abuse.
- Contacting your allocated clients every week.
  
- Listening to and dealing with any helpline telephone messages or incoming calls.
- Completing any required documentation of the events of your helpline shift.
- Report any safeguarding concerns to the designated safeguarding leads.
- 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

Helpline 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:

- 2 hours per week on the helpline as a regular shift, within core hours (10am-7pm).
- 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

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. However, we also value personal experience highly and we are pleased to accept applications from prospective volunteers without relevant qualifications/experience.

## Training Requirements

Helpline 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 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. This usually consists of 3 separate sessions and a one-to-one induction with the volunteer co-ordinator.

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](mailto:staff@sarac.org.uk) or by telephone at 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](http://www.sarac.org.uk)