

Helpline volunteer - Role description

Role title:	Helpline volunteer
Where:	Oxford
When:	<p><i>After initial training period:</i></p> <p>Helpline sessions on Monday 6.30-8.30pm and/or Thursday 6.30-8.30pm and/or Friday 11.30am-2pm and/or Sunday 6pm-8.30pm - you choose which sessions you do.</p> <p>Group supervision monthly on alternate Tuesday/Wednesday 6.00-8pm.</p> <p>Individual supervision quarterly.</p>
Commitment:	<p>Attendance at the initial training for 14 sessions over 3 months.</p> <p>2 helpline shifts per month and willingness to sign up for one short notice 'standby' session.</p> <p>Attendance at monthly supervision, and at individual supervision at least every 3 months.</p> <p>Attendance at regular ongoing training.</p>
Duration:	Ongoing (minimum 18 months).
What the role involves:	<p>To listen and provide confidential emotional support via phone and email to women survivors of rape and sexual abuse.</p> <p>Being part of a supportive group of helpline volunteers and participating in monthly supervisions and ongoing training.</p> <p>Being familiar with and adhering to OSARCC policies and procedures.</p>
Requirements:	<p>Good listening skills.</p> <p>Empathic and non-judgemental.</p> <p>Willing to work in a non-directive manner.</p> <p>Able to maintain confidentiality and anonymity.</p> <p>Commitment to ending sexual violence against women and girls within an organisation based on feminist values.</p> <p>Emotional awareness and ability to ask for support when needed.</p> <p>Self-identifying woman, aged 18 or over.</p> <p>We ask that you haven't used any of OSARCC's support services in the last two years.</p>
Why we want you:	We've been providing specialist support across Oxfordshire for women survivors of sexual violence for 37 years. All of our helpline listeners are volunteers, who are vital to maintaining and developing this support.
Development opportunities:	We are committed to the ongoing development of our volunteers and provide several opportunities to ensure this. After an initial 6 month training period there are opportunities to join fundraising, publicity and campaigning groups, to deliver parts of our training (internal and external), to join our youth outreach programme, and to be involved in the development of OSARCC's services. We also offer different CPD sessions throughout your time volunteering with us.

Support offered:	We take the welfare of our volunteers very seriously. Extensive support is given to all volunteers from a qualified counsellor via external supervision. Our dedicated Volunteer Co-ordinator is responsible for the wellbeing of volunteers and we encourage support on a peer to peer basis.
For more info contact:	Ellie Bennett (Volunteer & Outreach Co-ordinator) // ebennett@osarcc.org.uk // 01865 725311 – <i>feel free to contact Ellie with any questions, or to talk about volunteering.</i>

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