



Oxfordshire Sexual
Abuse & Rape
Crisis Centre

Information for potential helpline volunteers

Who we are

OSARCC is a feminist organisation comprised of self-identifying women of all ages and backgrounds. We are committed to supporting women and girls who have experienced any form of sexual violence, including rape, sexual abuse, and harassment. We were formed in 1979 and have been providing support in Oxfordshire for over 39 years.

What we do

We offer a number of free and confidential services to women and girls who are dealing with the impact of recent and/or historic rape and sexual violence:

- ❖ A telephone support service
- ❖ An email support service
- ❖ A text support service (from Sep 2018)
- ❖ A face-to-face counselling service
- ❖ A face-to-face support group
- ❖ An advocacy service providing practical support and advice, especially around the criminal justice system
- ❖ Emotional and practical support for girls and young women aged 14-18

"You gave me time to speak and I could let off some of my anger. I would talk all day if I could, it felt so comfortable. I wasn't judged, I felt empowered. I was believed."

OSARCC helpline caller

Helpline volunteers deliver our phone, email and text support services – which are open not only to survivors, but also to those supporting them e.g. professionals, partners, families and friends.

We also work within our local community, and as part of a larger movement committed to ending sexual violence:

- ❖ Providing consent workshops and other preventative work in local schools
- ❖ Acting as a signposting service for other agencies, counsellors, medical practitioners, legal services etc.
- ❖ Providing information and training on sexual violence to other professionals and organisations
- ❖ Sitting on local working groups concerned with sexual violence, including the Thames Valley Sexual Violence Prevention Group
- ❖ Campaigning to end violence against women and girls

All of OSARCC's work is united by our core values of belief, empowerment, being non-judgemental and non-directive, confidentiality, challenging discrimination, and being a women-centred organisation.

01865 725 311
P.O. Box 20, Oxford OX2 6GB
recruitment@osarcc.org.uk



Oxfordshire Sexual
Abuse & Rape
Crisis Centre

Who can volunteer?

No previous experience is required to be a helpline volunteer with OSARCC as full training is provided. We are looking for women who are committed to OSARCC's vision of a world free from sexual violence, and who identify with our core values. We also look for potential volunteers to be good listeners, empathetic, and self-aware about their own support needs.

OSARCC operates a policy of equal opportunities and welcomes applications from women from all walks of life. We can currently only accept applications from people who self-define as women due to the sensitive nature of our work and the fact that the overwhelming majority of our callers are women who only want to speak to other women. We require volunteers to be aged 18+.

What's involved in volunteering?

First of all, you'll need to attend our volunteer training programme (more information on this below). After that, we ask volunteers to commit to offering around 12 hours per month of their time, which usually equates to two line sessions a month (around 3 hours each), and attendance at monthly group supervision. We also ask you to get involved with training and mentoring future volunteers, and to be able to commit to at least 18 months' of volunteering (including the training period).

Clinical supervision – both individual and as a group – is a compulsory part of volunteering with OSARCC. Group supervision takes place monthly on alternating Tuesday and Wednesday evenings, and individual supervision is once every three months at a time you arrange with our clinical supervisor. We also ask all volunteers to attend the organisation-wide annual general meeting in which policy issues are discussed and aims are set for the forthcoming year.

What can we offer you?

- ❖ Comprehensive specialist training in the Violence Against Women & Girls sector
- ❖ A supportive environment in which to develop new and transferable skills
- ❖ Challenging and rewarding experiences
- ❖ Ongoing support from our Helpline Co-ordinator
- ❖ Access to an experienced clinical supervisor
- ❖ References after six months of volunteering
- ❖ A new community of like-minded women!

There are also opportunities to get involved in many other aspects of OSARCC's work and we are keen to help volunteers expand their skills by offering other opportunities on an ad hoc basis. These may include activities such as delivering training, outreach work in local schools and the community, fundraising activities and administrative support.

01865 725 311
P.O. Box 20, Oxford OX2 6GB
recruitment@osarcc.org.uk



How do I become involved?

We know that joining an organisation like OSARCC can be a big step due to the sometimes challenging nature of the work we do, so our volunteer selection process is designed to give both you and us an opportunity to reflect on whether this kind of volunteering is right for you.

First, we ask that you complete an application form by **29th September**, subject to which we invite you to a selection day (either morning or afternoon) on **6th October** which will involve a mixture of group activities and an interview. This is an opportunity for us to get to know you and for you to ask more questions about the organisation. After the selection session, if we feel you are suitable for the role, we will invite you onto our volunteer training programme.

The training programme

OSARCC's volunteer training is designed to build your skills and confidence about working with survivors of sexual violence in a way which is in line with OSARCC's ethos.

You will learn about:

- ❖ The broad spectrum of violence against women and girls
- ❖ The effects of sexual violence on physical and mental health
- ❖ The criminal justice system and reporting sexual offences
- ❖ Safeguarding children and vulnerable adults

You will develop skills for:

- ❖ Active listening
- ❖ Supporting survivors
- ❖ Challenging discrimination
- ❖ Taking crisis calls
- ❖ Taking care of yourself

The training dates for Autumn 2018 (subject to minor change) are on the following page.

"Insightful, challenging, and life-changing – an incredibly thorough training programme from an exceptional group of women, I can't believe how lucky I have been to be part of it."

Helpline volunteer trainee

The training is as intensive as it is extensive, but many volunteers say that it has been their favourite part of volunteering with OSARCC.



Oxfordshire Sexual
Abuse & Rape
Crisis Centre

Saturday 13 th October, 10am-4.30pm	Introduction to OSARCC
Saturday 20 th October, 10am-4.30pm	Violence against women & girls
Wednesday 24 th October, 6pm-9pm	Introduction to the helpline
Saturday 27 th October, 10am-4.30pm	Safeguarding children & vulnerable adults
Wednesday 31 st October, 6pm-9.30pm	Skills for phone support 1
Saturday 3 rd November, 10am-4.30pm	Effects of sexual violence
Wednesday 7 th November, 6pm-9.30pm	Skills for phone support 2
Saturday 10 th November, 10am-4.30pm	Law and reporting
Tuesday 13 th or Thursday 15 th November, 6pm-9.30pm	Skills practice 1
Saturday 17 th November, 10am-5pm	Delivering consent workshops (Optional)
Wednesday 21 st November, 6pm-9pm	Challenging calls
Saturday 24 th November, 10am-5pm	Skills for email & text support
Wednesday 28 th November, 6pm-9pm	Crisis situations
Saturday 1 st December, AM or PM	Skills practice 2
Tuesday 4 th December, 6pm-9pm	Induction to the helpline



Oxfordshire Sexual
Abuse & Rape
Crisis Centre

After training

Completion of the training programme is the first step towards becoming a helpline volunteer. At the end of training, trainees complete a period of shadowing, attending some phone and email sessions to observe the skills they have acquired in training put into practice by existing volunteers.

They also attend a short informal evaluation in which they are asked to demonstrate their understanding of OSARCC's key principles and policies, and where any additional support or training needs are discussed and agreed.

There is a probation period of six months following training. If OSARCC has any concerns at any point during the training programme or probationary period, we may ask you to cease volunteering with us. This may be for your own benefit or to ensure that the standards and principles OSARCC adheres to are maintained.

Ongoing support is provided throughout training, and the rest of your time with OSARCC.

Contact us

For an informal discussion about volunteering, or to ask any questions, please call Lucy (Helpline and Training Coordinator) on 01865 725311 or email lwelch@osarcc.org.uk

You can also find more information about OSARCC on our website www.osarcc.org.uk

01865 725 311
P.O. Box 20, Oxford OX2 6GB
recruitment@osarcc.org.uk



Helpline volunteer role description

Role title:	Helpline Volunteer
Where:	OSARCC's offices in central Oxford (discrete location)
When:	<i>After initial training period (please see schedule):</i> <ul style="list-style-type: none">• Phone, email or text sessions on Mon 6.30-9pm and/or Thurs 6.30-9pm and/or Sun 6pm-8.30pm (you choose which sessions you do)• Monthly group supervision on alternate Tuesday/Wednesday evenings• Quarterly individual supervision at a time you arrange
Commitment:	<ul style="list-style-type: none">• Attendance at the initial training programme and shadowing period• 2-4 helpline shifts per month and willingness to sign up for one short-notice 'standby' session• Attendance at group supervision every month, and at individual supervision at least every 3 months• Attendance at regular ongoing training
Duration:	Ongoing (minimum 18 months, beginning from the start of training)
What the role involves:	<ul style="list-style-type: none">• To listen and provide confidential emotional support via phone, email and text to women survivors of rape and sexual abuse, and their supporters• To be familiar with and adhere to OSARCC's policies and procedures.• To be a committed member of a supportive team of helpline volunteers, including being involved in training and mentoring new volunteers
Requirements:	<ul style="list-style-type: none">• Good listening skills• Empathetic and non-judgemental• Willingness to work in a non-directive manner• Ability to maintain confidentiality• Commitment to ending sexual violence against women and girls within an organisation based on feminist values• Emotional awareness and ability to ask for support when needed• Self-identifying woman, aged 18 or over• Good level of English, sufficient to hold a conversation• Basic computer competency



**Oxfordshire Sexual
Abuse & Rape
Crisis Centre**

	We also ask that you haven't used any of OSARCC's services in the last two years.
Why we want you:	We've been providing specialist support across Oxfordshire for women survivors of sexual violence for 38 years. All of our helpline support is provided by volunteers, who are vital to maintaining and developing our services.
Development opportunities:	We are committed to the ongoing development of our volunteers and provide several opportunities to ensure this. After training, there are numerous opportunities to join fundraising, publicity and campaigning groups, to deliver parts of our training (internal and external), to join our young people's outreach programme delivering consent workshops in local schools, and to be involved in the development of OSARCC's services. We also offer ongoing training 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 Helpline and Training Co-ordinator is responsible for the wellbeing of volunteers and we also encourage support on a peer-to-peer basis.
For more info:	Contact Lucy Welch (Helpline and Training Co-ordinator) at lwelch@osarcc.org.uk or 01865 725311