



## **Training course information (Counsellors and Support Line volunteers)**

### **Aims**

- To provide volunteers with the confidence, skills and information required to volunteer on the support line and live chat tool, and work face to face with clients
- To enable volunteers to support female and male survivors, and their friends and family

### **Objectives**

At the end of the core training, volunteers will be able to:

- Demonstrate their understanding of CSASS procedures and policies
- Understand the monitoring and administrative requirements related to their role
- Demonstrate active listening skills
- Understand the effects of rape and sexual abuse and violence on survivors, and their friends and families
- Appreciate and adhere to the boundaries of support work
- Feel confident signposting callers to the relevant resources and specialist services

### **Application procedure**

1. Complete our application form
2. Attend an informal interview
3. Offered a place on a volunteer training course

### **Commitment**

The training sessions take place over the course of 6 weeks. They are usually held on Monday or Wednesday evenings from 5:30pm - 8pm. There are occasional training sessions on Saturdays.

**It is really important you attend all the core training sessions.** If you miss one through sickness or an emergency you can usually retake it at a later date. However volunteering cannot normally begin until all the training has been completed. The 6 week training course is held 2 - 3 times per year.

### **Course content**

- Structure of CSASS and key policies – confidentiality, safeguarding and boundaries
- Diversity
- Sexual violence awareness
- Active listening skills

- Role play
- Supporting self-harming and suicidal callers
- Coping with angry callers
- Coping with silent callers
- Managing a support line call from beginning to end
- Self-care strategies

### **Training complete - next steps!**

- Have an 'end of training' interview to talk about your progress, concerns and availability for shifts
- Shadow an experienced volunteer for at least three shifts, if not more
- Volunteers will only take a call or see clients when they feel prepared and ready
- Progress will be monitored and extra assistance or training provided if required

**Volunteers can only be accepted as full volunteers** once they have completed all the core training, attended both interviews, and CSASS has received two satisfactory references and a DBS check. Acceptance onto the training programme does not guarantee a place on the CSASS volunteer team.