



Volunteer role: Support Line (females only)

Purpose	You will often be the first person to talk to survivors that contact us. You will operate the confidential telephone support line and live chat tool, to listen to and speak with survivors.
Key tasks	<ul style="list-style-type: none"> • Answer the telephone and live chat tool, providing a listening service to survivors • Refer survivors on to other organisations as necessary • If they are requesting counselling from CSASS, take their details and pass them on to the Service Coordinator immediately • Request support during or after a shift whenever you are concerned about a call • Always maintain complete confidentiality and discretion • Complete accurate records for every call or live chat • Regularly attend support meetings and training • Carry out office duties as and when required
Commitment	<p>Please ensure you are able to make this commitment before applying to volunteer with us. Working on our support line is a commitment that should not to be taken lightly. Non-attendance for a shift can mean leaving others to work alone and calls from survivors are not answered.</p> <p>Support line volunteers are expected to do a minimum of three shifts per month and to be prepared to work at short notice on at least one other shift.</p>
Payment and extras	<ul style="list-style-type: none"> • This is an unpaid role • Travel expenses covered • Free training leading to a ‘Working with Survivors of Sexual Abuse’ qualification • Free workshops, talks and in-house training • Social events • Free refreshments in the office • Satisfaction that you are doing something good!

Essential skills	<ul style="list-style-type: none"> • To be caring, compassionate and non-judgemental • To be reliable, punctual and trustworthy • To have energy, commitment and enthusiasm, and be able to cope with pressure • To actively reflect on your own practice and ask for help or support whenever you need it • To understand confidentiality and safeguarding, and any other relevant CSASS policies and procedures • To be committed to survivors of sexual abuse and violence • To be dedicated to increasing your knowledge base
Desirable experience	<ul style="list-style-type: none"> • Experience of supporting others in a caring role • Awareness of current rape and sexual abuse issues • Excellent interpersonal and communication skills • The ability to work effectively within a team
Other requirements	<ul style="list-style-type: none"> • DBS check • Two referees • Attendance at mandatory core support line training • Help with at least one fundraising or promotional event each year • Arrive on time for your shift, 10 minutes prior to the support line opening • Inform the Service Coordinator of any shifts you are not available • Report any problems immediately to the Service Coordinator or the Centre Manager