



Helpline & Email Support Volunteer Role Description

Supported by:	Volunteer Coordinator
Main purpose:	To provide listening and email support for women survivors of sexual violence.
Time and Commitment	Minimum of 6 hours per month (2 x 3 hour evening sessions) and attendance at one supervision session per 6 weeks or equivalent by agreement of the RCTN Volunteer Coordinator.
Training and Support	<p>Volunteers will be provided with an extensive training programme prior to undertaking the role.</p> <p>Volunteers will be provided with on-going training and support to keep their skills up to date.</p> <p>Volunteers may be asked to participate in team-building events or meeting.</p> <p>As well as receiving support from the Volunteer Coordinator, volunteers will also access external supervision.</p>
Expenses	This is an unpaid role; however any expenses the volunteer incurs as a result of performing this role will be refunded.

Rape Crisis Tyneside and Northumberland (RCTN) welcomes and encourages volunteers from all sections of society, ref RCTN Equality & Diversity Policy.

This post is open to women only. It is covered by an Occupational Requirement (Schedule 9, Part 1, Equality Act 2010).

Helpline & Email support volunteers with RCTN must be 18 years or over.

Responsibility of Helpline & Email Support Volunteers:

- Offer support to women survivors of sexual violence over the telephone and email during advertised helpline sessions.
- Ensure all monitoring forms and records are kept up to date.
- Ensure all policies and procedures are adhered to.
- Participate in support, peer support and external clinical supervision.
- To promote equal opportunities and anti-oppressive practice in all areas of work.
- Support the values and ethos of RCTN as set out in the Mission Statement

Person Specification

Knowledge:	Understanding the needs of women survivors of sexual violence. A basic understanding of the laws relating to rape/sexual abuse is desirable but not necessary.
Skills:	Good listening and communication skills Self-motivation Good interpersonal skills Ability to work as a team member
Attributes:	Emotional resilience Honesty Empathy Integrity Flexible and adaptable
Commitment to	Maintaining appropriate confidentiality Promoting equality and diversity Working in a women-only environment
Qualifications/ Experience:	No formal qualifications or specific experience are necessary, but an awareness of women's issues is essential.
Circumstances:	Ability to work some anti-social hours Willingness to undertake basic training and keep up to date with key issues/debates in this area via on-going training.