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	Volunteers will be provided with an extensive training programme prior to undertaking the role. Volunteers will be provided with on-going training and support to keep their skills up to date. Volunteers may be asked to participate in team-building events or meeting. As well as receiving support from the Volunteer Coordinator, volunteers will also access external supervision.
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.

Updated: 4th May 2023

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.