RSACC
Rape and Sexual Abuse Counselling Centre
Darlington and County Durham

Volunteer person specification

These posts are restricted to female applicants only and are exempt under Schedule 9, part 1 of the Equality Act 2010.

Survivors who are currently accessing any of RSACC's services (e.g. counselling, group work, ISVA support or support line) are not eligible to volunteer with us. However, if no longer accessing services, ex-service users can be considered for volunteering roles and follow the recruitment process if it is considered that there are no risks of re-traumatisation.

Values	Feminist approach	E
	Person centred approach	E
	Commitment to equal opportunities	E
	Commitment to RSACC organisational aims and values	E
Qualities	Self-aware	E
	Caring and non-judgemental	E
	Empathetic	E
	Emotionally resilient	E
Skills	Excellent verbal, non-verbal and written communication skills	E
	Excellent active listening skills	E
	Proficient at using information technology	D
Experience	Providing emotional support in a paid or voluntary capacity	D
	Providing support to survivors of sexual violence	D
	Previous volunteering experience	D
Knowledge	Understanding of safeguarding	D
	Understanding of confidentiality	D
	Understanding of data protection/GDPR	D
	Understanding of equal opportunities	D
	Understanding of and sensitivity to the issues relating to sexual violence and domestic violence	E
Attitude	Commitment to working within all RSACC policies and procedures	E
	Willingness to participate in ongoing training and development	E
	Ability to identify own support needs and ask for help as required	E
	Commitment to volunteering in a woman-only environment	E

	Ability to cope under pressure	E
	Ability to work under own initiative and as part of a team	E
	Reliable, punctual and trustworthy	E
Commitment	Ability to volunteer at least once per month for a minimum of 12 months (excluding any breaks agreed with the volunteer manager) or with 3 clients per week for a minimum of 12 months for volunteer counsellors	E
	Ability to participate fully in the volunteer induction training (delivered over 4 full Saturdays and 5 evening sessions with some homework)	E
	Willingness to keep up to date with key issues/debates in this area	E
Personal	Willingness to explore with a manager/supervisor on an ongoing basis your responses to the survivors and the content they bring	E

D = Desirable
E = Essential

Please see the role descriptions below.

Emotional Support Volunteer role description

Title: Emotional Support Volunteer
Responsible to: Support, Prevention & Volunteering Manager
Commitment: A minimum of one shift per fortnight (although weekly is preferred) for a minimum of 12 months

Overview of role:
To provide high quality, professional support to people contacting the emotional support line or emotional support email service, or by making outgoing support calls by:

- Working in line with all RSACC policies and procedures, particularly taking individual responsibility for safeguarding and health and safety on an ongoing basis
- Accessing clinical supervision regularly
- Attending training/development sessions as advised by your manager
- Participating fully in annual appraisals

Specific duties:

- To deliver regular emotional support shifts either from The Centre or in an alternative, confidential space
- To complete all monitoring information required
- To maintain the confidentiality of all service users
- To contact your manager if you have swapped or need to change a shift giving as much notice as possible
- To contact your manager if there is any change to your personal information or circumstances
- To be proactive in identifying any training/support needs or requesting time out from volunteering if needed

What to expect from an emotional support shift?

- Emotional support shifts generally last 2 hours
- You will be provided with log in information which will connect you to the support line, and log in information to access the email service
- If you are going to be providing outgoing support calls, you will be provided with a RSACC laptop and login for our data management system
- A member of the safeguarding team is always available by phone during an emotional support shift
- You will respond appropriately to any emotional support calls or emails that come in - they could be from survivors, or people supporting survivors
- Support line calls are limited to a maximum of 1 hour (unless directed differently by the clinical supervisor), and emails are limited to one response per user per shift. Outgoing support calls are limited to 30 minutes.
- Following a shift complete the monitoring form and contact the safeguarding contact on shift if you require immediate support
- Should you require any further support you can request a catch up with your manager

Additional information:

- Volunteers who miss 2 training/development or clinical supervision sessions may be requested to step back from volunteering until a session has been attended
- Volunteers who take more than 6 months away from volunteering may be required to undertake additional training, skills practice or shadowing prior to recommencing any shifts
- Volunteers may be asked to shadow other volunteers or be shadowed by a volunteer (or manager) to ensure consistency across the service and to share best practice.

If you have any questions about this role, would like to discuss it or to request an application form, please contact recruitment@rsacc-thecentre.org.uk

Volunteer group facilitator role description

Title: Volunteer Group Facilitator
Responsible to: Support, Prevention & Volunteering Manager
Overseen by: Group Coordinator
Commitment: Weekly or fortnightly support of one group for a minimum of 3 months

Overview of role:
To provide high quality, professional support to group members by:

- Working in line with all RSACC policies and procedures, particularly taking individual responsibility for safeguarding and health and safety on an ongoing basis
- Accessing clinical supervision regularly
- Attending training/development sessions as advised by your manager
- Participating fully in annual appraisals

Specific duties:

- To deliver regular group sessions in a supportive and inclusive manner within appropriate boundaries
- To support the Group Coordinator in the planning of appropriate group content
- To complete all monitoring/evaluation information required
- To maintain the confidentiality of all group members
- To contact the Group Coordinator if you are unable to attend a group session giving as much notice as possible
- To contact your Manager if there is any change to your personal information or circumstances
- To be proactive in identifying any training/support needs or requesting time out from volunteering if needed

What to expect from a group session?

- Group sessions last up to 4 hours followed by a facilitator debrief
- Groups take place across County Durham in accessible venues as well as online
- Groups are always facilitated by at least 2 staff/volunteers
- A member of the safeguarding team is always available by phone during group sessions
- You will provide 1:1 emotional support outside of the group if needed
- You will support the group coordinator in creating a safe and welcoming environment, and helping to get discussions going
- Groups are limited to a maximum of 15 participants (unless specified otherwise)
- At the end of a group session complete an feedback form
- Check in/debrief with co-facilitators
- Should you require any further support you can request a catch up with the Group Coordinator or your Manager be arranged

Additional information:

- Volunteer group facilitators who miss 2 training/development or clinical supervision sessions may be requested to step back from volunteering until a session has been attended

- Volunteer group facilitators who take more than 6 months away from volunteering may be required to undertake additional training, skills practice or shadowing prior to recommencing any shifts
- From time to time you may be required to shadow other group facilitators or have them (or the Group Coordinator/your Manager) shadow you to ensure consistency across the service and to share best practice

If you have any questions about this role, would like to discuss it or to request an application form, please contact recruitment@rsacc-thecentre.org.uk

Volunteer Counsellor role description

Title: Volunteer Counsellor
Responsible to: Counselling Manager and Support, Prevention & Volunteering Manager
Commitment: A minimum of two clients per week (on the same day and time) for a minimum of 12 months. Evening or Saturday availability is essential for student counsellors.
Location: Sessions will be delivered from our base in Darlington, however remote sessions can be delivered by suitably qualified/experienced practitioners.

Overview of role:
To provide high quality face to face counselling support and information to survivors of sexual violence who are accessing the counselling service either in person or online. To always act in the best interests of the survivor. To support you in doing this you will:

- Work in line with all RSACC policies and procedures, particularly taking individual responsibility for safeguarding and health and safety on an ongoing basis
- Access clinical supervision regularly and in line with BACP requirements (arranged and funded by RSACC)
- Be registered with the BACP (or other relevant body) and work in compliance with the BACP Ethical Framework
- have personal professional liability insurance and an enhanced DBS before undertaking any clinical work
- Attend training/development sessions as advised by the counselling or volunteer manager
- Participate fully in annual appraisals
- Demonstrate a commitment to the values and ethos of the centre
- Work flexibly and be responsive to changing needs

Specific duties:

- To deliver counselling sessions and associated phone calls either from one of our bases or in an alternative, confidential space
- To conduct pre-counselling referral meetings
- To complete risk assessments prior to working with clients if required
- To provide up to 20 counselling sessions to each client
- To record and manage own diary and appointments
- To keep up to date, accurate and confidential professional records; referral documentation and information, client counselling hours, brief case notes, pre-trial notes, and line management records storing them in line with RSACC policies and procedure with regard to GDPR guidelines
- To record monitoring data as required on RSACC's electronic Data Performance Management System (DPMS)
- To maintain agreed levels of confidentiality
- Liaise with other RSACC counsellors as required
- To contact the volunteer manager if there is any change to your personal information or circumstances
- To be proactive in identifying any training/support needs or requesting time out from volunteering if needed

Additional information:

- Volunteer Counselling opportunities are only open to those who have completed their first year of level 4 counselling training at least
- Volunteer Counsellors who miss 2 training/development or supervision sessions may be requested to step back from volunteering until a session has been attended
- Volunteer Counsellors who take more than 6 months away from volunteering may be required to undertake additional training, skills practice or shadowing prior to recommencing any shifts

If you have any questions about this role, would like to discuss it or to request an application form, please contact recruitment@rsacc-thecentre.org.uk