



Advert for: Volunteer Helpline Operators

Hours available: Between 1 – 4 shifts per month on Mondays or Tuesdays 4pm – 8pm

Background Information

Survive helps survivors of rape, sexual assault or child sexual abuse rebuild their lives, relationships and reach their potential by delivering specialist services.

Survive started in York in 1990 as a survivor-led support group for women who had experienced child sexual abuse. They found comfort and solace in talking to others who had the shared experience of child sexual abuse. Over three decades later and Survive now offers 1-1 support work, counselling and trauma therapy in York and across North Yorkshire to any adult survivor of any sexual violence including rape, sexual assault or child sexual abuse. Survive also operates a helpline for those affected directly or indirectly by sexual violence and has a small library of self-help books covering a range of subjects – from inspirational survivor stories and coping with the impact of sexual trauma to recognising and managing mental health conditions such as anxiety and depression.

Our values of being Inclusive and Enabling, offering Hope and showing Integrity and Courageous Advocacy underpin everything we do.

The helpline currently runs Mondays and Tuesdays from 4pm-8pm, with potential to expand days in the future.

This role may be right for you if you:

- Want to make a real difference in the lives of those impacted by sexual violence
- Study a related field (psychology, criminology, counselling, mental health, or social work)
- Would like to start gaining experience within support work and/or counselling
- Have previously worked in this area and want to keep a foot in the door
- Are looking for a new way to apply your existing counselling skills/qualifications
- Are ready to work within a supportive and caring team
- Are invested in your personal training and development

Your commitment will be:

- 5 evenings of Survive training to get you started (2 hrs/session)
- 1-4 shifts per month volunteering
- A minimum of 6 months' commitment to the role

We offer:

- Ongoing support with training and development
- Regular supervision on site
- A workplace that cares about your wellbeing
- Certificate of completion of training
- Employment reference after 6 months' service
- The chance to gain invaluable experience & have a positive impact on survivors

What you will need:

- Basic computer skills – previous use of MS Outlook, Word and Excel
- A commitment to protect our Clients' confidential data
- To be willing to undertake Survive's mandatory training on confidentiality and safeguarding
- A warm, friendly and approachable manner
- To be dependable and punctual

You will also need to undertake a Standard DBS check – all Volunteer roles at Survive require us to carry out a DBS check at the appropriate level – this is a simple online procedure

For further details and to apply please visit our webpage: [Get involved | Survive, York \(survive-northyorks.org.uk\)](https://www.survive-northyorks.org.uk)