



## **Advert for: Reception Volunteer**

**Hours available:** Flexible rota of 3 hour shifts covering mornings and afternoons Monday to Friday

### 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.

**As a Reception Volunteer you will be a first point of contact for survivors, supporters of survivors or professionals enquiring about our services.**

### Your main duties will be:

- Answering phone calls and emails
- Taking and delivering messages to Counselling and Support Staff
- Greeting Clients who are visiting our premises for their appointments
- Sending out feedback survey and impact monitoring forms to Clients who have completed their course of sessions
- Entering feedback survey and impact measurement data onto our database
- Other various administrative and ad-hoc tasks as required

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
- Telephone experience
- 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)