



WMRSASC VOLUNTEER PACK

Aims & Objectives

The aims of WMRSASC are:

- to provide a free, confidential and non-judgmental support service for survivors in Herefordshire and Worcestershire who have experienced any form of rape or sexual abuse
- to raise public awareness of the damaging and life-changing effects of rape and sexual abuse

In order to fulfill these aims, the objectives of WMRSASC are:

- to provide a service which includes telephone and one-to-one support
- to provide a telephone support service for supporters of survivors
- to provide information and advice to other individuals and agencies
- to provide training and talks to external agencies in the local community
- to recruit volunteers
- to provide adequate training, support and supervision for staff and volunteers
- to monitor and evaluate service provision and policies on a continual basis involving staff, volunteers and clients who use the service
- to work with other individuals and agencies to further the aims of WMRSASC
- to raise funds to meet the needs of the service
- to identify areas of unmet need and take appropriate action.



Confidentiality

WMRSASC offers a non-judgemental, free confidential service. Strict confidentiality about individual service users or volunteers should be kept at all times within the group. However, disclosures of information on any service user, volunteer or staff member outside of WMRSASC, to any third party could only take place with the written authorisation of the user.

It is recognised that relevant matters concerning a service user, where assistance may be required, will be discussed internally with other volunteers. **However such discussions should only be conducted on a 'need to know' basis and as far as possible service user details and anonymity should be maintained.**

No written records of service users will be kept, only brief initial telephone information and correspondence and these details will be kept at the centre only for contact purposes, this information is kept in a secure place.

No volunteer should disclose the address or telephone number of any other volunteer to a third party unless given specific instruction or permission to do so.

The location and address of the centre will be kept confidential unless a volunteer is arranging a meeting with a service user and the PO Box number **must** be used for all correspondence.

During training all trainees will be asked to sign a declaration which states that they agree to abide by WMRSASC confidentiality policy for the duration of the training. On completion of their training all new volunteers will be asked to sign a further declaration which amongst other points states that they will continue to respect and abide by the confidentiality policy.

Any volunteer who breaches this policy will be subject to disciplinary proceedings and may be asked to leave the organisation - see Disciplinary Procedure.



Equal Opportunities Policy

WMRSASC is an equal opportunities service in terms of both service provision and recruitment. This policy is about promoting positive attitudes towards equality and diversity and to ensure that everyone working at WMRSASC or receiving a service from WMRSASC are treated with dignity and respect in line with legislation including:

- Sexual Discrimination Act 1975 Section 7(ii) (e) amended in 1986 and 2008
- Sex Discrimination (Gender Reassignment) Regulations 1999
- The Race Relations (Amendment) Act 2000. (RRAA)
- Disability Discrimination Act 1995 (DDA)
- Employment Equality (Religion and Belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- The Gender Recognition Act 2004
- Disability Equality Duty 2006
- Employment Equality (Age) Regulations 2006
- The Equality Act (Sexual Orientation) Regulations 2007
- Gender Equality Duty 2007

As such WMRSASC will not discriminate on the grounds of race, colour, nationality, religion, ethnic or national origin, gender reassignment or marital status, sexual orientation or disability. The provision of such a single sex service/environment is lawful under the Gender Equality Duty (2007), in that because women make up the majority of sexual violence victims it is appropriate that this service is available for women only.

Statement of Equality

At WMRSASC we make every effort to relate to all people in a respectful and equal manner regardless of race, colour, national or ethnic origin, gender, age, religion, physical or learning ability, and sexuality. This is not to ignore differences in people but rather to accept that there are differences and these are valuable. We recognise that people are individually unique and are enriched with their history, language, culture, personal and social situations.

Within WMRSASC (including trainees) there is no place for discriminatory behaviour and/or language. This is not merely an offence within WMRSASC, but it is an offence to humankind. However, we will not be limited in our dialogue with people by the restrictions of ideological 'political correctness'. We pay high quality respect to all people, which emanates from internal attitudes - not from the adoption of an artificial or imposed language structure which has the dangers of limiting enquiring thought genuine respect and a dialogue of reconciliation.



Person Specification

Position:	Helpline Volunteer
Location:	Worcestershire/Herefordshire Area
Responsibilities:	<p>Provide telephone support to callers on the helpline. Callers may include survivors of sexual violence, family/friends/partners of survivors, and other professionals.</p> <p>To work in an empathic and non-judgemental way at all times.</p> <p>Where necessary refer callers to relevant services in the caller's vicinity.</p> <p>Complete basic administration during the shift.</p> <p>Attendance at Support Nights and supervision sessions.</p> <p>To uphold WMRSASC's Confidentiality Policy and Agreement.</p> <p>Abide by the policies, practices, standards and ethics of WMRSASC.</p> <p>Self-care.</p>
Requirement:	<p>Volunteer on the helpline for a minimum of 2 hours per month.</p> <p>Attend quarterly supervision at an agreed time.</p> <p>Attend a minimum of three professional development training sessions per year.</p> <p>To arrive at the helpline 15 minutes before the shift begins, and prepare your workstation for the session.</p> <p>Ensure that the telephone is answered promptly.</p> <p>Answer calls.</p> <p>Keep time and professional boundaries.</p> <p>Complete paperwork appropriately.</p> <p>Familiarise yourself with other relevant directories & information.</p> <p>Take responsibility for your own self-care and use the out of hours support if needed</p>
Essential Qualities:	<p>Willing and able to work within the systems, policies and organisational vision of WMRSASC.</p> <p>Understanding, non-judgmental and an attentive listener.</p> <p>Able to work with deep human emotions, i.e. sorrow, distress, panic, anger and frustration.</p> <p>Reliable, honest, empathic and pragmatic.</p> <p>Able to maintain confidentiality at all times.</p> <p>Willing and able to discuss difficult subjects and unafraid to confront distressing issues.</p> <p>Willing to undertake further training as necessary and keep-up-to-date with key issues in this field as part of their ongoing personal development.</p> <p>Willing and able to give and receive feedback during group supervision.</p> <p>Aware of own strengths and limitations.</p> <p>Able to understand the need for professional boundaries and able to work within them.</p> <p>Committed to the philosophy and aims of WMRSASC as set out in the Worker Handbook and Organisational Vision.</p>



Qualifications/

Experience:

No formal qualifications or specific experience are necessary, but an awareness of women's issues is essential.

Minimum Age:

18 years

No job description can cover every issue, which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time, which are broadly consistent with those in this document.



Person Specification

Position:	Counsellor Volunteer
Location:	Worcestershire/Herefordshire Area
Main Responsibilities:	<p>To provide counselling to survivors of rape and sexual abuse in line with the policies and procedures set out by WMRSASC.</p> <p>Maintain appropriate records in line with the organisation and BACP.</p> <p>Ensure personal development of professional practice.</p> <p>Maintain professional membership and insurance in accordance with the ethical framework of a professional body.</p> <p>Ensure that monitoring and feedback is maintained as part of the ongoing sustainability of the service.</p> <p>Promote the principles of equal opportunities and anti-oppressive practice.</p> <p>Participate in regular supervision in line with BACP guidelines.</p> <p>Supervision will be provided internally.</p> <p>Undertake telephone risk and need assessments when required.</p>
Admin Responsibilities:	<p>Manage an agreed client caseload.</p> <p>Maintain and record notes for clients in line with WMRSASC Note Taking Policy.</p> <p>Contribute to the development of service policies, protocols, guidelines and strategies within area of practice as necessary.</p>
General Responsibilities:	<p>Be familiar with all aspects of the work of WMRSASC.</p> <p>Work flexibly as a member of the team and be responsive to changing needs.</p> <p>Be willing to undertake relevant training as required.</p> <p>Work within the policies and procedures of WMRSASC and demonstrate a commitment to the values and ethos of the centre.</p> <p>Maintain agreed levels of confidentiality.</p>
Requirements:	<p>The counsellor is expected to work within the ethos of WMRSASC and have high standards of practice. The need to respect confidentiality is paramount, as is a mature and flexible approach to the work. All counsellors must have fully completed the Level 3 WMRSASC training programme before taking on any clients for their three months probation period.</p> <p>Complete three helpline sessions as part of your induction.</p> <p>Attend monthly supervision at an agreed time.</p> <p>Attend a minimum of three professional development training sessions per year.</p> <p>Keep time and professional boundaries.</p> <p>Complete paperwork appropriately.</p>



Essential Qualities: Relevant previous or current employment / work experience in counselling.
Ability to work on own initiative, in partnership and as part of a team.
Excellent verbal and non-verbal communication skills.
Ability to form and maintain good working relationships with colleagues.
Ability to produce written and verbal reports.
Understanding the need for professional confidentiality and its boundaries.
Knowledge of and commitment to equal opportunities and anti-discriminatory practice.
Ability to work in an empathic manner, to maintain consistency and develop a rapport with service users.
Good knowledge of issues around lone working.
Experience of working in partnership with a range of agencies.
Knowledge and understanding of child protection issues and Safeguarding.
Understanding of gender equality.
Understanding of the need to maintain appropriate notes.
Confident at using Information Technology.
Reliable, honest, empathic and pragmatic.
Able to maintain confidentiality at all times.
Willing to undertake further training as necessary and keep-up-to-date with key issues and debates in this field as part of their ongoing personal development.
Aware of own strengths and limitations.
Able to understand the need for professional boundaries and able to work within them.
Committed to the philosophy and aims of WMRSASC as set out in the Worker Handbook and Organisational Vision.

**Qualifications/
Experience:** Level 4 Counselling or above
Safeguarding training
Good standard of English and Mathematics

**Special
Requirements:** Eligible to work in the UK
An Enhanced DBS
Membership of a professional body
Indemnity insurance
Willing to access training relating to duties
Able to offer counselling sessions to meet the needs of the service
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 etc.

Minimum Age: 18 years

No job description can cover every issue, which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time, which are broadly consistent with those in this document.



Person Specification

Position:	Admin Volunteer
Location:	Worcestershire/Herefordshire Area
Responsibilities:	<p>To provide administrative support to the WMRSASC Administration team.</p> <p>To enter data into the DPMS database.</p> <p>To support the Admin team to compile data for the monitoring returns.</p> <p>To provide photocopying, filing and general administration duties to all volunteer counsellors to ensure the smooth running of the organisation.</p> <p>To provide a warm welcome to survivors, volunteers and visitors coming to WMRSASC.</p> <p>To support the administration of the Helpline and the Helpline training program.</p> <p>To ensure records and data associated with the volunteers are recorded and kept on file (such as contact details and BACP or UKCP numbers).</p> <p>To co-ordinate bi-monthly volunteer peer support meetings and ongoing training/social events.</p> <p>To explore and develop new opportunities within WMRSASC where volunteers could contribute their time and skills.</p> <p>To ensure administrative tasks involved in the safe practice for volunteers are adhered to.</p> <p>To uphold WMRSASC's Confidentiality Policy and Agreement..</p>
Requirement:	<p>All WMRSASC volunteers must have fully completed the Level 3 WMRSASC training programme before completing their 3 monthsq probation period. Thereafter, we would like you to:</p> <p>Volunteer for a minimum of two hours per month.</p> <p>Attend quarterly supervision at an agreed time.</p> <p>Attend a minimum of three professional development training sessions per year.</p>
Essential Qualities:	<p>Willing and able to work within the systems, policies and organizational vision of WMRSASC.</p> <p>Understanding and non-judgmental.</p> <p>Reliable and honest.</p> <p>Empathic and pragmatic.</p> <p>An understanding of sexual violence and its effect.</p> <p>General experience of working in a very busy office environment (paid or voluntary).</p> <p>Ability to maintain efficient record keeping systems.</p> <p>Able to maintain confidentiality at all times.</p> <p>Willing and able to discuss difficult subjects and unafraid to confront distressing issues.</p>



Willing to undertake further training as necessary and keep-up-to-date with key issues and debates in this field as part of their ongoing personal development.

Willing and able to give and receive feedback during group supervision.

Aware of own strengths and limitations.

Flexible and imaginative in approach to work.

Able to understand the need for professional boundaries and able to work within them.

Committed to the philosophy and aims of WMRSASC as set out in the Worker Handbook and Organisational Vision.

Qualifications/
Experience:

No formal qualifications or specific experience are necessary, but an awareness of women's issues is essential.

Minimum Age: 18 years

No job description can cover every issue, which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time, which are broadly consistent with those in this document.



Person Specification

Position:	Fundraising Volunteer
Location:	Worcestershire/Herefordshire Area
Responsibilities:	<p>To provide support to the Communications and Training Manager</p> <p>To support WMRSASC staff to compile data for fundraising applications.</p> <p>To provide administrative, practical and health and safety support to individuals wishing to fundraise on behalf of WMRSASC.</p> <p>To attend awareness raising events on behalf of WMRSASC.</p> <p>To uphold WMRSASC's Confidentiality Policy and Agreement.</p>
Requirement:	<p>Volunteer for a minimum of 2 hours per month.</p> <p>Attend quarterly supervision at an agreed time.</p> <p>Attend a minimum of three professional development training sessions per year.</p>
Essential Qualities:	<p>Willing and able to work within the systems, policies and organizational vision of WMRSASC.</p> <p>Understanding and non-judgmental.</p> <p>Reliable and honest.</p> <p>Empathic and pragmatic.</p> <p>General experience of charity fundraising (paid or voluntary).</p> <p>Ability to maintain efficient record keeping systems.</p> <p>Able to maintain confidentiality at all times.</p> <p>Willing and able to discuss difficult subjects and unafraid to confront distressing issues.</p> <p>Willing to undertake further training as necessary and keep-up-to-date with key issues and debates in this field as part of their ongoing personal development.</p> <p>Willing and able to give and receive feedback during group supervision.</p> <p>Aware of own strengths and limitations.</p> <p>Flexible and imaginative in approach to work.</p> <p>Able to understand the need for professional boundaries and able to work within them.</p> <p>Committed to the philosophy and aims of WMRSASC as set out in the Worker Handbook and Organisational Vision.</p>
Qualifications/ Experience:	<p>No formal qualifications or specific experience are necessary, but an awareness of women's issues is essential.</p>
Minimum Age:	18 years

No job description can cover every issue, which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time, which are broadly consistent with those in this document.