

Bristol Crisis Service for Women - Helpline Volunteer - Role Description

Role:	Helpline Volunteer
Responsible to:	Helpline project worker - Melinda Gray
Main tasks:	<ul style="list-style-type: none"> ▪ Attend all days of the initial volunteer training program ▪ Provide a confidential listening service to callers that is non-judgemental and accepting ▪ Receive support by a peer supporter of up to an hour, after a helpline shift ▪ Be familiar with and adhere to BCSW policies and procedures ▪ Attend further training meetings, once on the helpline, run every 6 weeks
Skills and experience required:	<ul style="list-style-type: none"> ▪ Genuine interest in other women ▪ Empathy for others ▪ Willing to be honest about own feelings ▪ Emotional resilience ▪ Experience of listening to others in home or work setting
Development and Opportunities at BCSW:	<ul style="list-style-type: none"> ▪ After 6 or 12 months, we invite volunteers to train as a peer supporter and support other helpline volunteers ▪ There are many opportunities to become involved in BCSW events, training and promoting the service. ▪ The BCSW management group is always looking for new members to contribute to the running of the organisation.
Based at:	BCSW helpline premises, central Bristol
Access:	<p>We regret that we cannot provide wheelchair access to the helpline office.</p> <p>The premises are located centrally, there is parking nearby and public transport is within easy walking distance.</p>
Hours required and minimum period on helpline:	<p>We ask volunteers to commit to 12 months on the helpline.</p> <p>During this time volunteers commit to one evening a fortnight</p>
Helpline open:	<p>Friday and Saturday 9.00pm to 12.30am and Sunday 6.00 - 9.00pm</p> <p>We provide a taxi from outside the office, if required.</p>
Age/gender restrictions:	Only women aged 20 and over can apply for the helpline
Training offered:	<p>We offer a 2 month in-depth training program, at the end of which volunteers may receive an Open College Network qualification.</p> <p>Further training meetings are run every 6 weeks, in relevant topics</p>
Support offered:	<p>A peer support system is in place, each volunteer is required to arrange up to an hour of telephone support from a trained colleague, after every helpline shift.</p> <p>The Helpline Project Worker will arrange regular reviews with volunteers, during and after training to discuss any support needs or issues.</p>

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