



Making a difference to the lives of those affected by rape and sexual abuse

Position:	Helpline Coordinator and Supervisor
Hours:	Part-time – variable hours 35 hours per month (flexible hours) - Helpline co-ordination and supervision 78 hours per year - coordination and delivery of up to three Helpline training programmes per year Some evening work is required.
Salary:	£8,466 per annum
Location:	Guildford
Accountable to:	Chief Executive Officer
DBS check:	Yes
Closing on:	31st July 2019 12pm

This is an exciting opportunity to shape the future direction and delivery of our Helpline service.

We are currently recruiting for a Helpline Coordinator and Supervisor to manage the day to day operation of a safe and effective rape and sexual abuse telephone helpline service.

RASASC is a registered charity which has been providing support to male and female survivors of rape and sexual abuse (both recent and non-recent) and young people aged over 13, from across Surrey since 1992.

We provide one-to-one counselling, group support, a national Telephone Helpline, Independent Sexual Violence Advisor (ISVA) service, and peer- to -peer 'confidence' groups.

Our telephone helpline is currently open four evenings a week, Monday – Thursday, from 19:30 – 21:30 and two volunteers are on the Helpline on each shift.

Volunteers are an important part of the work we do. Volunteers staff our Helpline and our qualified counsellors (BACP) work on a voluntary basis with survivors of rape and sexual abuse.

Helpline Coordinator and Supervisor

This role is based in Guildford with flexibility to work from home weekly. You will provide support and supervision, together with two other helpline supervisors, to the Helpline volunteers and you will be responsible for helpline volunteer recruitment, retention and training.

Key function

- Coordinate the allocation of volunteers shifts using our online helpline rota, ensuring adequate cover across operational opening hours.
- Line manager two Helpline Supervisors and promote effective teamwork to ensure best outcomes for all callers and helpline volunteers.
- Manage and attend the monthly supervision evening (the 2nd Tuesday of each month) with volunteers and supervisors from 19:00 – 21:00.
- Provide debriefing to volunteers who require support.
- Together with the Helpline supervisors, devise a learning and development programme for monthly supervision evenings.
- Address any issues, performance/attendance etc. with volunteers together with their assigned supervisor.
- Bring innovation by identifying and implementing improvements to the Helpline.
- Ensure compliance with safeguarding procedures in relation to helpline calls and follow RASASC's safeguarding procedures.
- Provide monthly statistics and other funders monitoring information to the Fundraising Manager and/or Chief Executive Officer as required.
- Monthly meeting with Chief Executive.
- Manage the process of recruiting volunteers and carry out inductions and interviews.
- Oversee and coordinate the helpline training programme, working together with Helpline trainers, to be delivered up to three times a year.

Reporting Line:

- This post holder reports directly to the Chief Executive Officer.

Skills and Experience - Essential:

- Proven experience of providing supervision in a group or individual setting or in facilitating groups
- Excellent organisational and leadership skills
- Excellent communications skills, written and verbal
- Some experience of delivering training
- Understanding of safeguarding protocols and procedures

Skills and Experience – Desirable:

- Experience on relevant telephone support helpline
- Experience of Helpline Supervision
- Knowledge of rape and sexual abuse issues and impact
- Excellent relationship and interpersonal skills

In return, we can offer you 25 days' annual leave (pro rata), eight public holidays (pro rata), contributory pension scheme, reimbursement of official travel expenses at 40p per mile.

For more information:

If you are interested in joining our team or if you have any questions about the role please do give us a call as we would love to hear from you – contact Liz Joyce on 01483 568000 or email admin@rasasc-guildford.org for more details.

How to Apply:

Please complete the attached application form and return to Liz Joyce
admin@rasasc-guildford.org

Closing date for applications is: 31st July 2019 at 12pm

Please note we do not accept CVs.

DBS required.



Office 01483 568000 | Helpline 01483 546400 or 0800 0288 022 | admin@rasasc-guildford.org | www.rasasc.org
RASASC Guildford Limited, PO Box 1009, Guildford, Surrey GU1 9EE

Reg. Charity No. 1145816 (formerly 1059154) | Reg. in England & Wales 7858989